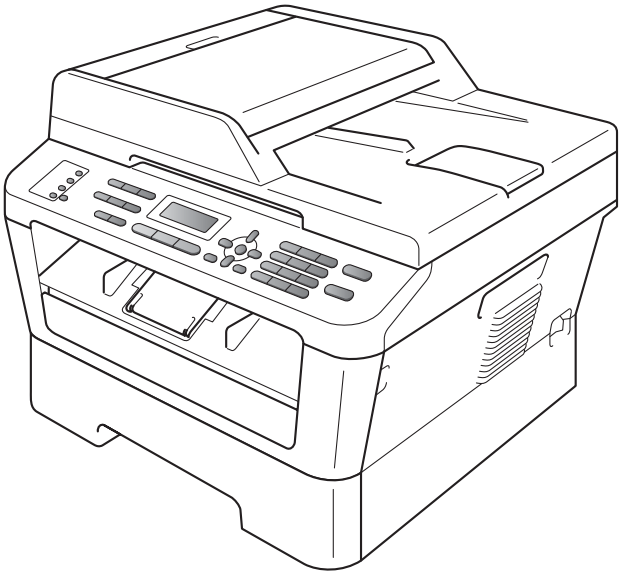
BASIC USER'S GUIDE



MFC-7360
MFC-7360N
MFC-7460DN
MFC-7470D
MFC-7860DW

Not all models are available in all countries.

Version B

SAF/GLF

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-7360, MFC-7360N, MFC-7460DN, MFC-7470D and MFC-7860DW
(Circle your model number)

Serial Number: [1] _____

Date of Purchase: _____

Place of Purchase: _____

[1] The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

http://www.brother.com/registration/

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User’s Guides and where do I find it?

Which manual?	What’s in it?	Where is it?
Safety and Legal	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	
Basic User's Guide	Learn the basic Fax, Copy and Scan operations and how to replace consumables. See troubleshooting tips.	
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports, and performing routine maintenance.	PDF file / Documentation CD-ROM / In the Box
Software User’s Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	
Network Glossary	This Guide provides basic information about advanced network features of Brother machines along with explanations about general networking and common terms.	
Network User’s Guide	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	

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1 General Setup

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Cleaning the machine
Checking the machine
Packing and shipping the machine

B Glossary

C Index

1 General information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold style identifies keys on the machine control panel or computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
`Courier New`	Courier New font identifies the messages shown on the LCD of the machine.

⚠ WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

⚠ CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

IMPORTANT

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.



Electrical Hazard icons alert you to a possible electrical shock.



Hot Surface icons warn you not to touch machine parts that are hot.



Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features Fax, Copy, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide**, **Network Glossary** [1], and **Network User's Guide** [1] that are on the Documentation CD-ROM.

[1] Network models only

Viewing Documentation

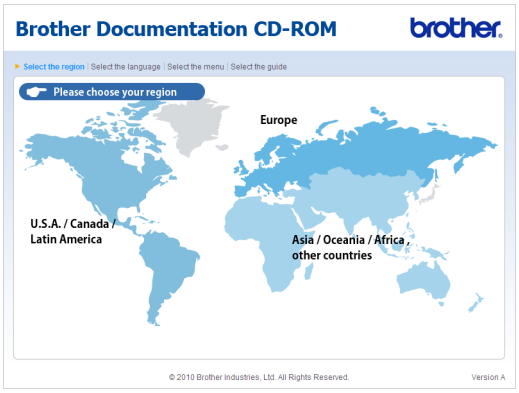
1. Turn on your computer. Insert the Documentation CD-ROM into your CD-ROM drive.

Note

(Windows® users) If the screen does not appear automatically, go to **My Computer** (**Computer**), double-click the CD-ROM icon, and then double-click **index.html**.

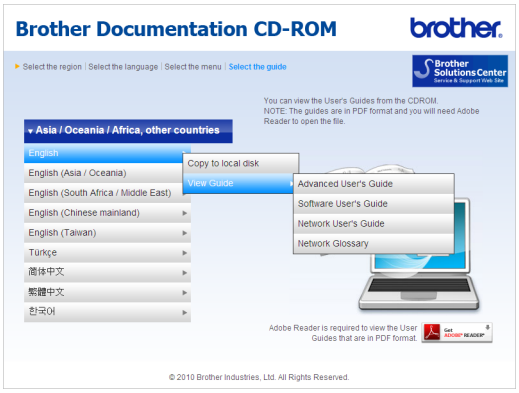
2. (Macintosh users) Double-click the Documentation CD-ROM icon, and then double-click **index.html**.

3. Click your country.



4. Point to your language, point to **View Guide**, and then click the guide you want to read.





Note

- (Windows® users only) Your web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only) [1] For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

[1] Microsoft® Internet Explorer® 6.0 or greater.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning (Network models only)*

ScanSoft™ PaperPort™12SE with OCR How-to-Guides

(Windows®)

- The complete ScanSoft™ PaperPort™12SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™12SE application.

Note

Not available for any restricted countries subject to any applicable export control status

Presto! PageManager User's Guide

(Macintosh)

Note

Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 5 for further instructions.

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

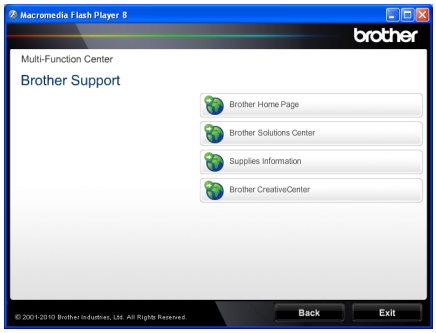
How to find Network setup instructions (Network models only)

Your machine can be connected to a wireless or wired network. You can find basic setup instructions in the *Quick Setup Guide*. If your wireless access point or router supports Wi-Fi Protected Setup or AOSS™, you can also follow the steps in the *Quick Setup Guide*. For more information about network setup please see the *Network User's Guide*.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

- Click **Brother Support** on the main menu. The following screen will appear:



- To access our website (http://www.brother.com/), click **Brother Home Page**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our Website for original genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the main page, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

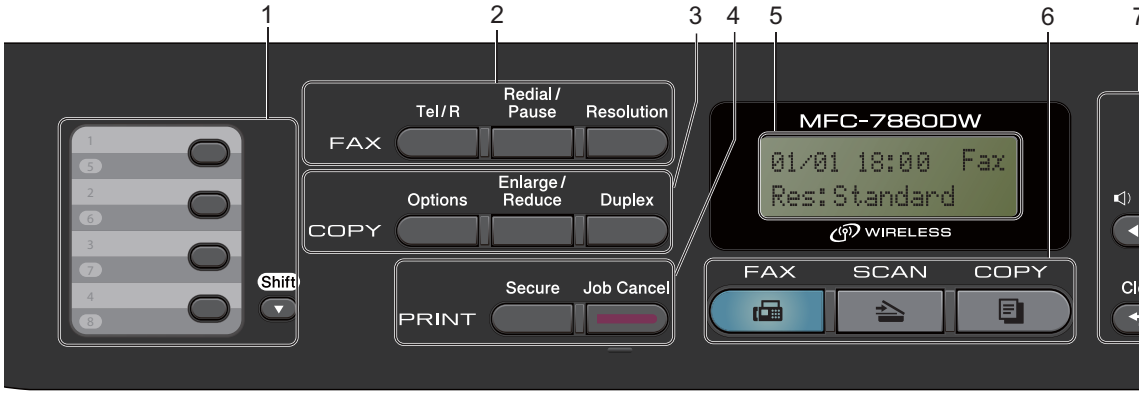
- Double-click the **Brother Support** icon. The following screen will appear:



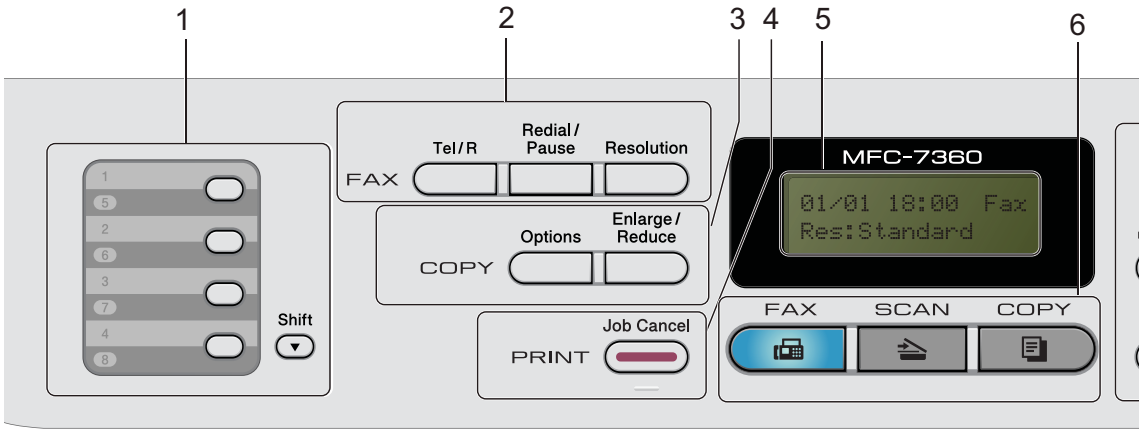
- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (http://www.brother.com/registration/), click **On-Line Registration**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview

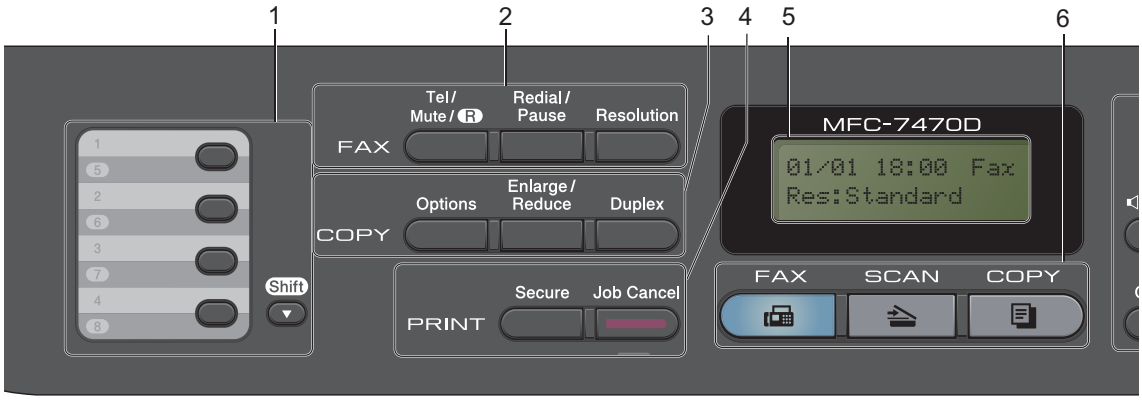
MFC-7460DN and MFC-7860DW have the same keys.

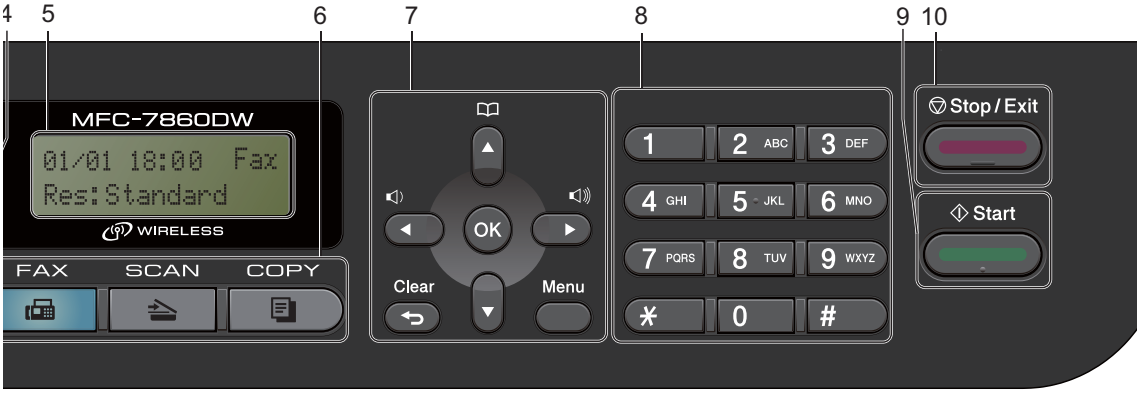


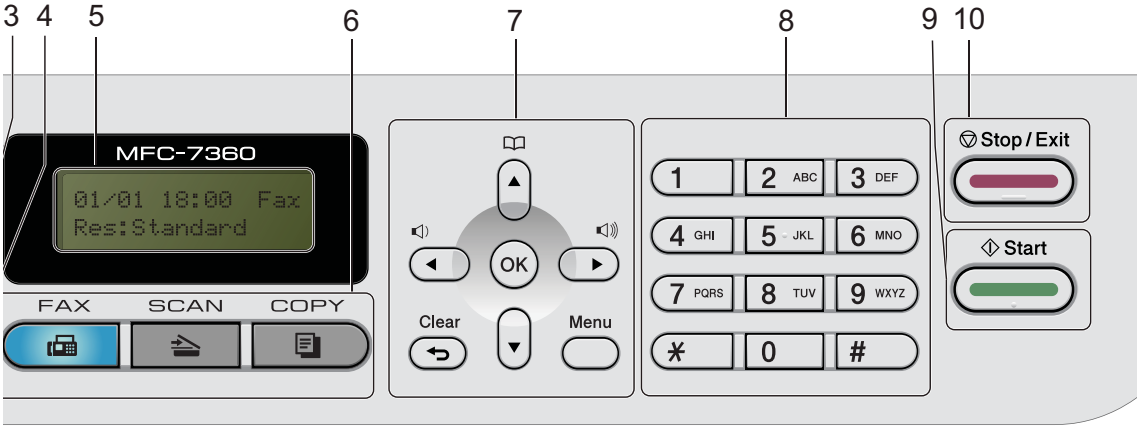
MFC-7360 and MFC-7360N have the same keys.

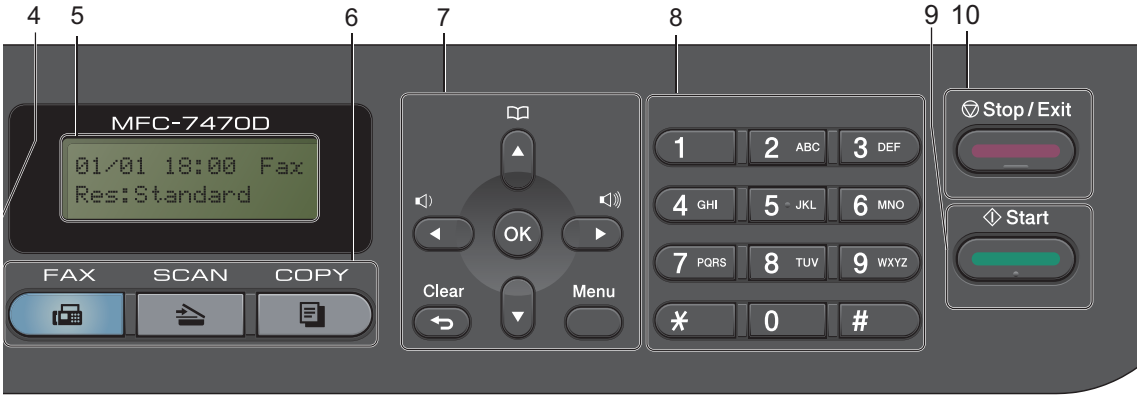


MFC-7470D




4
5
6
7
8
9
10
MFC-7860DW
01/01 18:00 Fax
Res:Standard
WIRELESS
FAX
SCAN
COPY
OK
Clear
Menu
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#
Stop / Exit
Start


3
4
5
6
7
8
9
10
MFC-7360
01/01 18:00 Fax
Res:Standard
FAX
SCAN
COPY
OK
Clear
Menu
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#
Stop / Exit
Start


4
5
6
7
8
9
10
MFC-7470D
01/01 18:00 Fax
Res:Standard
FAX
SCAN
COPY
OK
Clear
Menu
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#
Stop / Exit
Start

1 One Touch keys

These 4 keys give you instant access to 8 previously stored numbers.

Shift

Lets you access One Touch numbers 5 to 8 when held down.

2 FAX keys:

Tel/R or **Tel/Mute/R**

When connected to a PBX, you can use this key to gain access to an outside line, to recall an operator, or to transfer a call to another extension.

(Not for MFC-7470D)
This key is used to have a telephone conversation after picking up the external handset during the F/T fast double-ring.

(MFC-7470D only)
Lets you place calls on hold.

Redial/Pause

Redials the last number called. It also inserts a pause when programming quick dial numbers or when dialling a number manually.

Resolution

Sets the resolution when sending a fax.

3 COPY keys:

Options

You can quickly and easily choose temporary settings for copying.

Enlarge/Reduce

Reduces or enlarges copies.

Duplex
(For MFC-7460DN, MFC-7470D and MFC-7860DW)

You can choose Duplex to copy on both sides of the paper.

4 PRINT keys:

Secure
(For MFC-7460DN, MFC-7470D and MFC-7860DW)

You can print data saved in the memory when you enter your four-digit password. (For details about using the Secure key, see the *Software User's Guide*.)

When using Secure Function Lock, you can switch restricted users by holding down **Shift** as you press **Secure**. (See *Secure Function Lock 2.0* in *Chapter 2* of the *Advanced User's Guide*.)

Job Cancel

Cancels a programmed print job and clears it from the machine's memory. To cancel multiple print jobs, hold down this key until the LCD shows `Job Cancel (All)`.

5 LCD

Displays messages to help you set up and use your machine.

(MFC-7860DW)
In FAX mode and SCAN mode a four level indicator shows the current wireless signal strength if you are using a wireless connection.



6 Mode keys:

FAX

Puts the machine in Fax mode.

SCAN

Puts the machine in Scan mode.

COPY

Puts the machine in Copy mode.

7 Menu keys:

Clear

Deletes entered data or lets you cancel the current setting.

Menu

Lets you access the Menu to program your settings in this machine.

OK

Lets you store your settings in the machine.

Volume keys:

◄ or ►

Press to scroll backwards or forwards through menu selections. Press to change the volume when in fax or standby mode.

▲ or ▼

Press to scroll through the menus and options.

Address Book

Let you access speed dial numbers directly.

8 Dial pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

The **#** key temporarily switches the dialling mode from Pulse to Tone during a telephone call.

9 Start

Lets you start sending faxes or making copies.

10 Stop/Exit

Stops an operation or exits from a menu.

Volume settings

Ring volume

You can choose a range of ring volume levels, from High to Off.

While in Fax mode press ◁) or ◁)) to adjust the volume level. The LCD will show the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the ring volume through the menu:

1. Press **Menu**, **1**, **3**, **1**.
2. Press ▲ or ▼ to choose Off, Low, Med or High.
   Press **OK**.
3. Press **Stop/Exit**.

Beeper volume

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax. You can choose a range of volume levels, from High to Off.

1. Press **Menu**, **1**, **3**, **2**.
2. Press ▲ or ▼ to choose Off, Low, Med or High.
   Press **OK**.
3. Press **Stop/Exit**.

Speaker volume

You can choose a range of speaker volume levels, from High to Off.

1. Press **Menu**, **1**, **3**, **3**.
2. Press ▲ or ▼ to choose Off, Low, Med or High.
   Press **OK**.
3. Press **Stop/Exit**.

2 Loading paper

Loading paper and print media

The machine can feed paper from the standard paper tray or manual feed slot.

When you put paper into the paper tray, note the following:

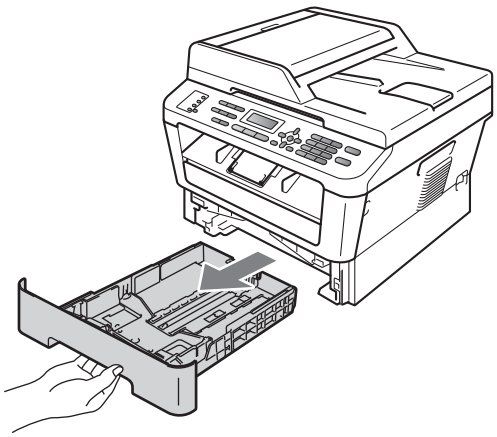
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

Loading paper in the standard paper tray

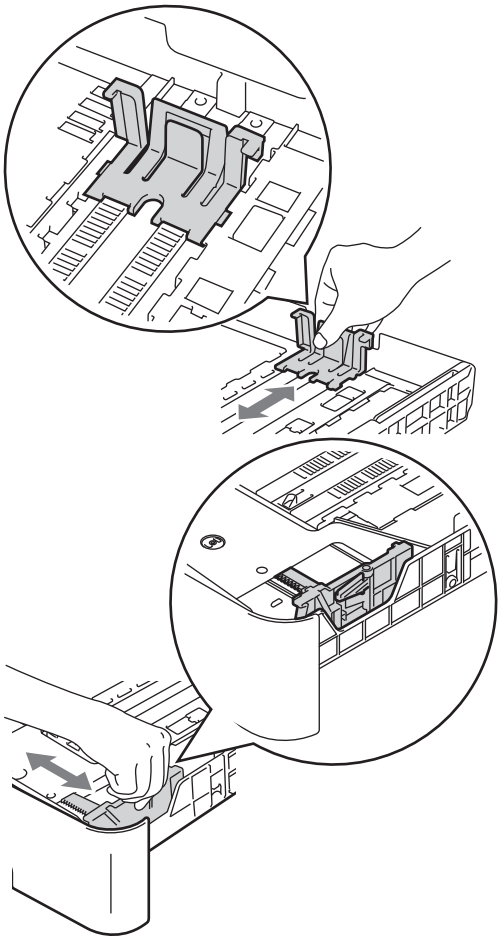
You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼▼▼) on the sliding paper with guide. (For recommended paper to use, see *Paper capacity of the paper trays* on page 18.)

Printing on plain paper, thin paper or recycled paper from the standard paper tray

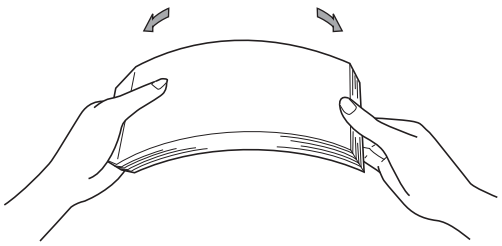
1. Pull the paper tray completely out of the machine.



2 While pressing the green paper-guide release lever, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



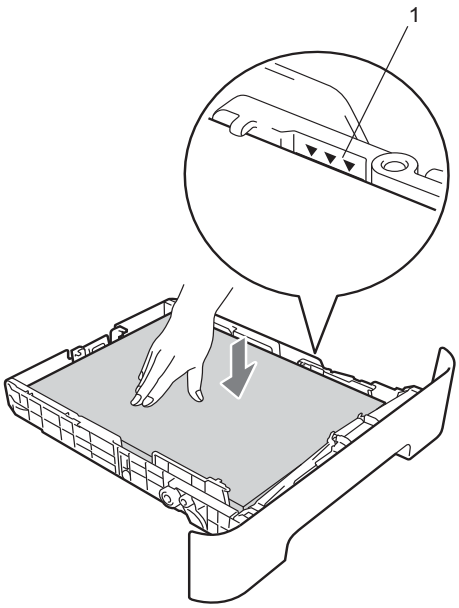
3 Fan the stack of paper well to avoid paper jams and misfeeds.



4 Put paper in the tray and make sure:

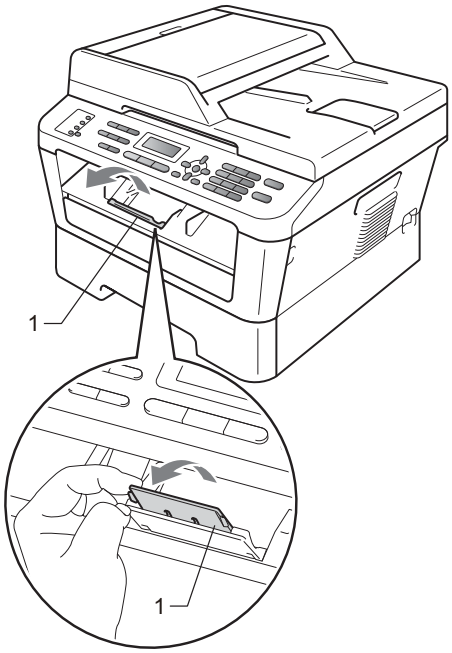
- The paper is below the maximum paper mark (▼▼▼) (1).

  Overfilling the paper tray will cause paper jams.
- The side to be printed on must be *face down*.
- The paper guides touch the sides of the paper so it will feed properly.



5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.

6 Unfold the support flap (1) to prevent paper from sliding off the face-down output tray.



Loading paper in the manual feed slot

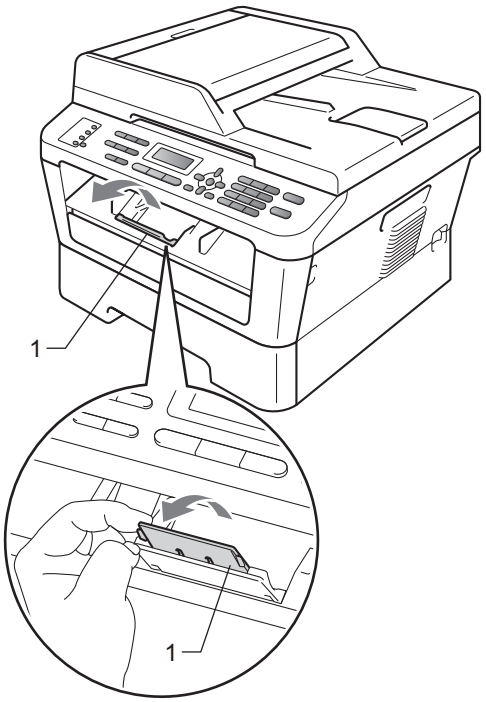
You can load envelopes and special print media one at a time into this slot. Use the manual feed slot to print or copy on labels, envelopes or thicker paper.

Note

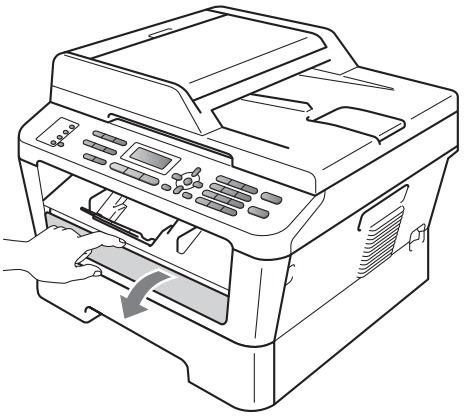
The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

Printing on plain paper, thin paper or recycled paper from the manual feed slot

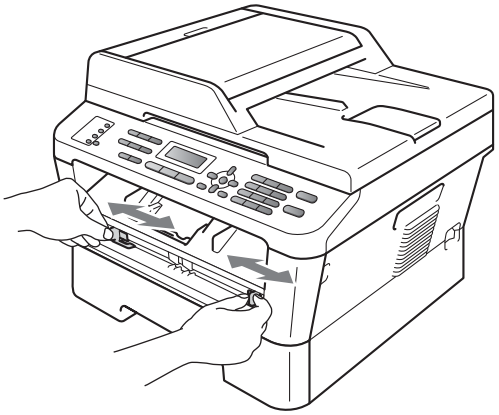
1 Unfold the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



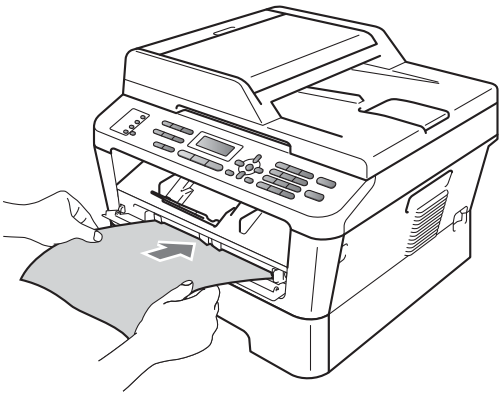
2 Open the manual feed slot cover.



3 Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.



4 Using both hands, put one sheet of paper in the manual feed slot until the front edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go.



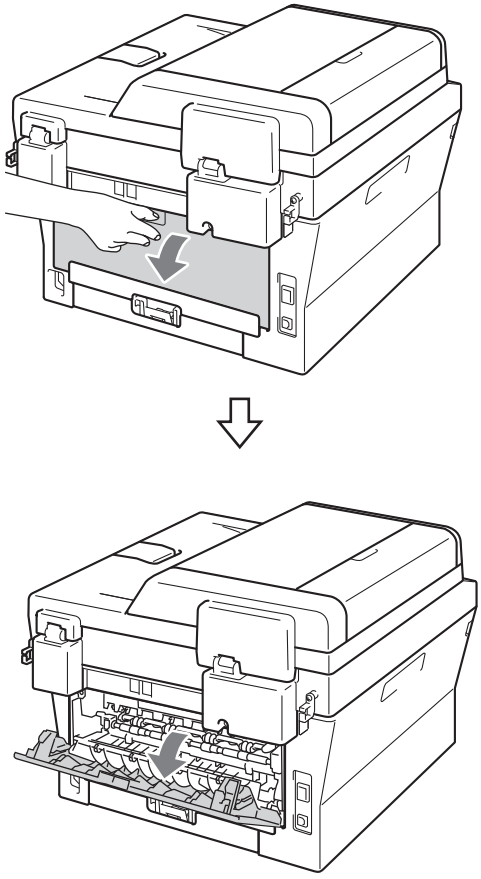
Printing on thick paper, bond paper, labels and envelopes

When the back output tray is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes.

Note

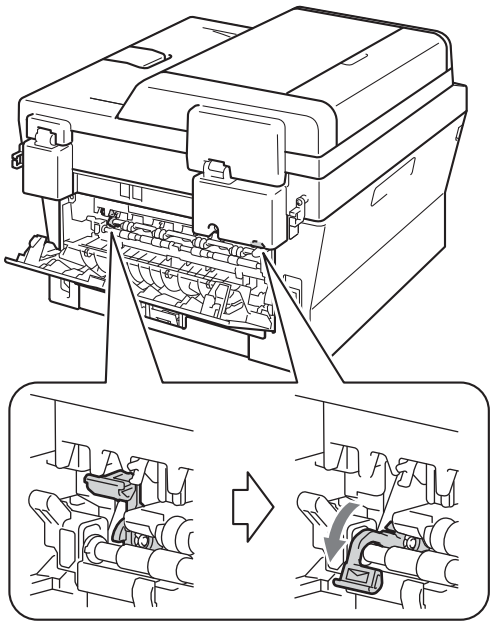
Remove each printed sheet or envelope immediately to prevent a paper jam.

1 Open the back cover (back output tray).

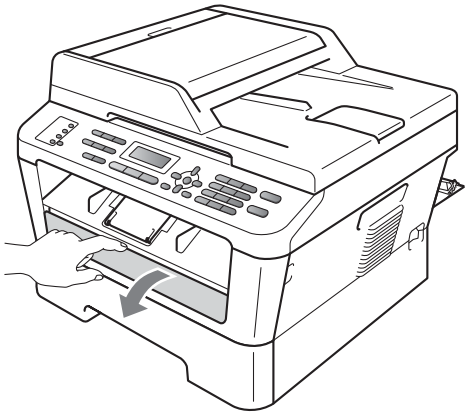


Note

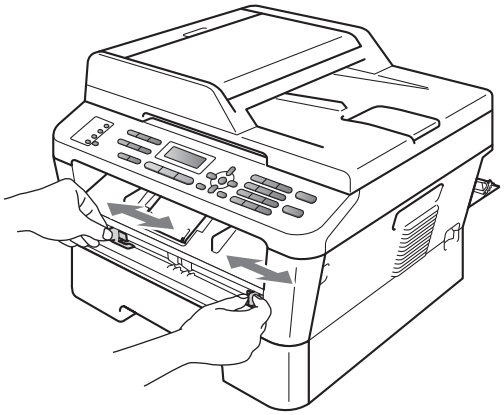
<For envelopes only>
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the following illustration.



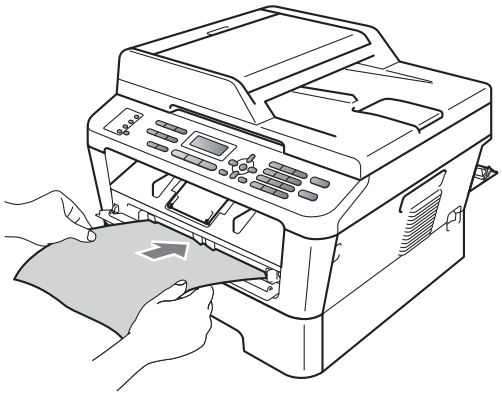
2 Open the manual feed slot cover.

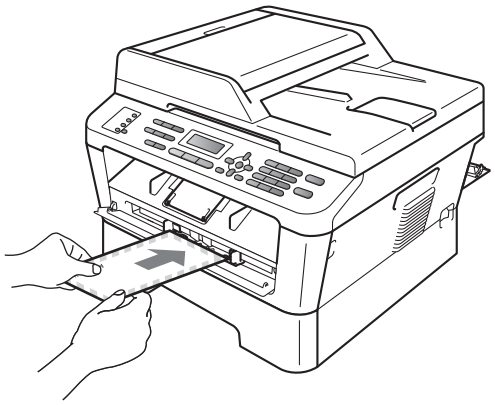


3 Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.



4 Using both hands, put one sheet of paper or one envelope in the manual feed slot until the front edge of the paper or envelope touches the paper feed roller. When you feel the machine pull in the paper, let go.

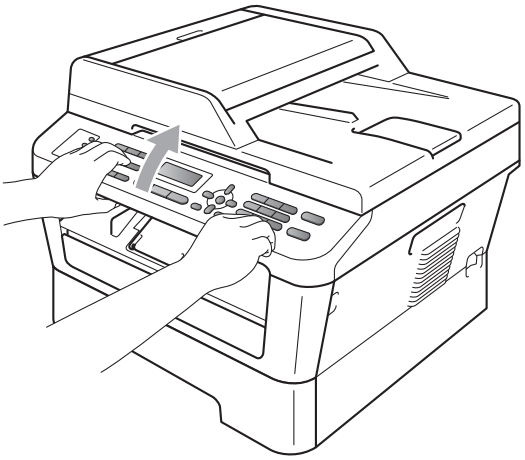




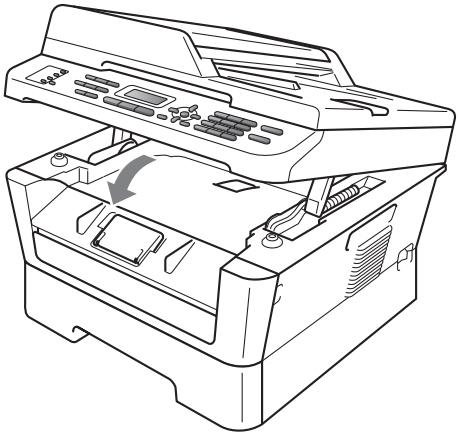
Note

- Put the paper into the manual feed slot with the side to be printed face up.
- Make sure that the print media is straight and in the correct position on the manual feed slot. If it is not, the paper may not be fed properly, resulting in a skewed printout or a paper jam.
- Do not put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.
- If you put any print media in the manual feed slot before the machine is in Ready mode, the print media may be ejected without being printed on.

- To easily remove a small printout from the output tray, lift up the scanner cover by using both hands as shown in the illustration.

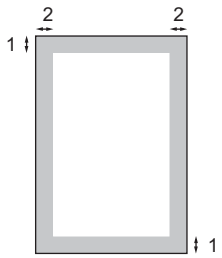


- You can still use the machine while the scanner cover is up. To close the scanner cover, push it down with both hands.



Unscannable and unprintable areas

The figures below show maximum unscannable and unprintable areas. The unscannable and unprintable areas may vary depending on the paper size or settings in the application you are using.



Usage	Document Size	Top (1) Bottom (1)	Left (2) Right (2)
Fax (Send)	Letter	3 mm	4 mm
	A4	3 mm	3 mm
Copy *a single copy or a 1 in 1 copy	Letter	3 mm	4 mm
	A4	3 mm	3 mm
Scan	Letter	3 mm	3 mm
	A4	3 mm	3 mm
Print	Letter	4 mm	6.35 mm
	A4	4 mm	6.35 mm

Paper settings

Paper Type

Set up the machine for the type of paper you are using. This will give you the best print quality.

1. Press **Menu**, **1**, **2**, **1**.
2. Press ▲ or ▼ to choose `Thin`, `Plain`, `Thick`, `Thicker`, `Recycled Paper` or `Label`.
   Press **OK**.
3. Press **Stop/Exit**.

Paper Size

You can use several different sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and for printing faxes: A4, Letter, Legal or Folio (215.9 mm × 330.2 mm).

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

1. Press **Menu**, **1**, **2**, **2**.
2. Press ▲ or ▼ to choose `A4`, `Letter`, `Legal`, `Executive`, `A5`, `A5 L`, `A6`, `B5`, `B6` and `Folio`.
   Press **OK**.
3. Press **Stop/Exit**.

Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

Recommended paper and print media

Paper Type	Item
Plain paper	Xerox Premier TCF 80 g/m^2 Xerox Business 80 g/m^2
Recycled Paper	Xerox Recycled Supreme 80 g/m^2
Labels	Avery laser label L7163
Envelope	Antalis River series (DL)

Type and size of paper

The machine loads paper from the installed standard paper tray or manual feed slot.

The name for the paper trays in the printer driver in this Guide are as follows:

Tray and optional unit	Name
Standard paper tray	Tray 1
Manual feed slot	Manual

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	A4, Letter, Legal [2], Executive, A5, A5 (Long Edge), A6, B5, B6 and Folio [1 2].	Plain paper, Thin paper and Recycled paper	up to 250 [80 g/m^2]
Manual feed slot (Manual)	Width: 76.2 to 216 mm Length: 116 to 406.4 mm	Plain paper, Thin paper, Thick paper, Bond paper, Recycled paper, Envelopes and Labels	Single sheet [80 g/m^2]

1 Folio size is 215.9 mm × 330.2 mm.

2 Legal or Folio size paper are not available in some regions.

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	75-90 g/m^2
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm^3/100
Grain direction	Long grain
Volume resistivity	10e^9-10e^{11} ohm
Surface resistivity	10e^9-10e^{12} ohm-cm
Filler	$CaCO_3$ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 75 to 90 g/m^2.
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process 392 degrees Fahrenheit (200 degrees centigrade).
- If you use bond paper, paper having a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.

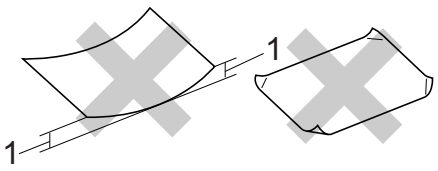
Types of paper to avoid

IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



1 A curl of 2 mm or greater may cause jams to occur.

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed , they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

Envelopes

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

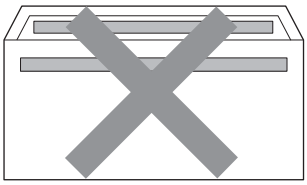
Envelopes can be fed from the manual feed slot one at a time. We recommend that you print a test envelope to make sure the print results are what you want before you print or purchase a large quantity of envelopes.

Types of envelopes to avoid

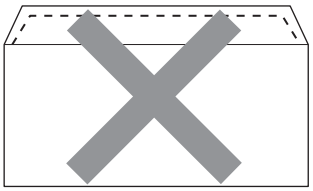
IMPORTANT

DO NOT use envelopes:

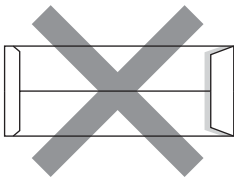
- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on surface as shown in figure below



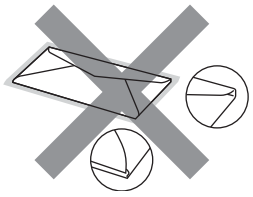
- with double flaps as shown in figure below



- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in figure below



- with each side folded as shown in figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

Labels

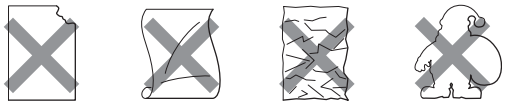
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

Do not feed a label sheet through the machine more than one time.

Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



IMPORTANT

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.
- DO NOT reuse or insert labels that have previously been used or are missing few labels on the sheet.

3 Loading documents

How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

Using the automatic document feeder (ADF)

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 80 g/m^2 paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Length:	147.3 to 355.6 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 g/m^2

IMPORTANT

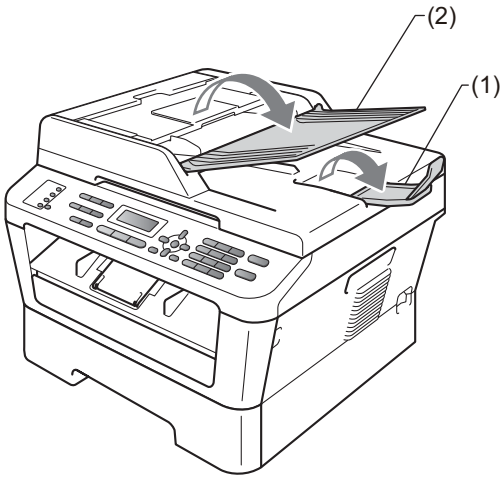
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

Note

- To scan documents that are not suitable for the ADF, see *Using the scanner glass* on page 23.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

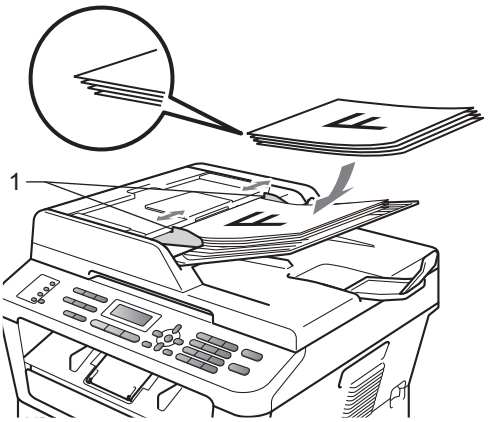
How to load documents

1. Lift up and unfold the ADF document output support flap (1). Unfold the ADF document support (2).



2. Fan the pages well.

3 Stagger the pages of your document *face up top edge first*, in the ADF until the LCD display message changes and you feel it touch the feed rollers.



4 Adjust the paper guides (1) to fit the width of your document.

IMPORTANT

To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book one page at a time.

Document Sizes Supported

Length:	Up to 297 mm
Width:	Up to 215.9 mm
Weight:	Up to 2 kg

IMPORTANT

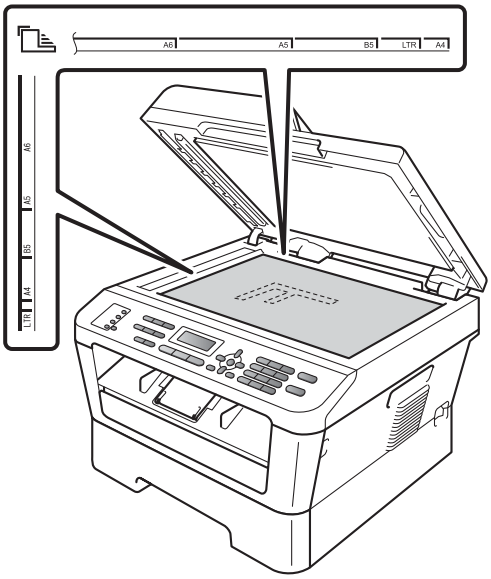
DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.

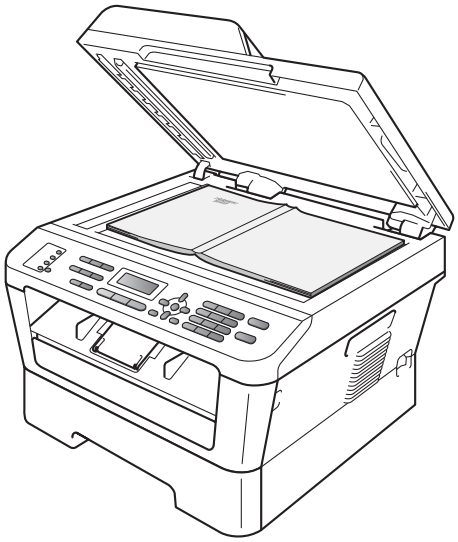
How to load documents

Note

To use the scanner glass, the ADF must be empty.

1. Lift the document cover.
2. Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.





3. Close the document cover.

IMPORTANT

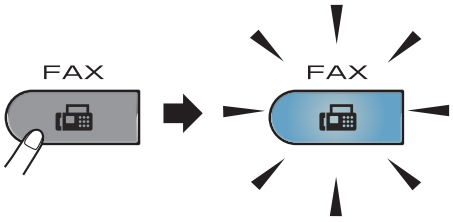
If the document is a book or is thick, do not slam or press on the cover.

4 Sending a fax

How to send a fax

The following steps show how to send a fax.

1. When you want to send a fax, or change fax send or receive settings, press the (**FAX**) key to illuminate it in blue.



2. Do one of the following to load your document:
   - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* on page 22.)
   - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 23.)

3. Set the scanner glass size, fax resolution or contrast if you want to change them.
   For more advanced fax sending operations and settings, see *Sending a fax* in *Chapter 3* of the *Advanced User's Guide:*
   - Broadcast
   - Delayed Fax
   - Batch TX
   - Real Time TX
   - Polled TX
   - Overseas Mode
   - Fax Resolution
   - Contrast
   - Coverpg Setup
   - Coverpage Note

4. Enter the fax number using the dial pad, a One touch key or **(Address Book)** and enter three-digit number.

5. Press **Start**.

Faxing from the ADF

- The machine starts scanning the document.

Faxing from the scanner glass

- If you press **Start**, the machine starts scanning the first page.

  Do one of the following:

  - To send a single page, press **2** to choose No(Send) (or press **Start** again). The machine starts sending the document.
  - To send more than one page, press **1** to choose Yes and place the next page on the scanner glass. Press **OK**. The machine starts scanning the page. (Repeat this step for each additional page.)

    If you press **Start**, the machine starts sending the document.

Note

To cancel, press **Stop/Exit**.

Faxing Letter size documents from the scanner glass

When faxing Letter size documents, you will need to set the scan glass size to `Letter`; otherwise, a portion of your faxes will be missing.

1. Make sure you are in Fax mode.
2. (MFC-7360 / MFC-7360N / MFC-7470D)
   Press **Menu**, **1**, **7**.
   (MFC-7460DN / MFC-7860DW)
   Press **Menu**, **1**, **7**, **1**.
3. Press ▲ or ▼ to choose `Letter`.
   Press **OK**.
4. Press **Stop/Exit**.

Cancelling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialling or sending, the LCD will show as below:

```
Dialing #XXX
1.Clear  2.Exit
```

```
Sending #XXX PXX
1.Clear  2.Exit
```

Press **1** to cancel the fax.

Transmission verification report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- `On`: Prints a report after every fax you send.
- `On+Image`: Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- `Off`: Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.
- `Off+Image`: Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1. Press **Menu**, **2**, **4**, **1**.
2. Press ▲ or ▼ to choose `On`, `On+Image`, `Off` or `Off+Image`.
   Press **OK**.
3. Press **Stop/Exit**.

Note

- If you choose `On+Image` or `Off+Image`, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to `Off`. (See *Real Time Transmission* in *Chapter 3* of the *Advanced User's Guide*.)
- If your transmission is successful, `OK` will appear next to `RESULT` on the Transmission Verification Report. If transmission is not successful, `ERROR` will appear next to `RESULT`.

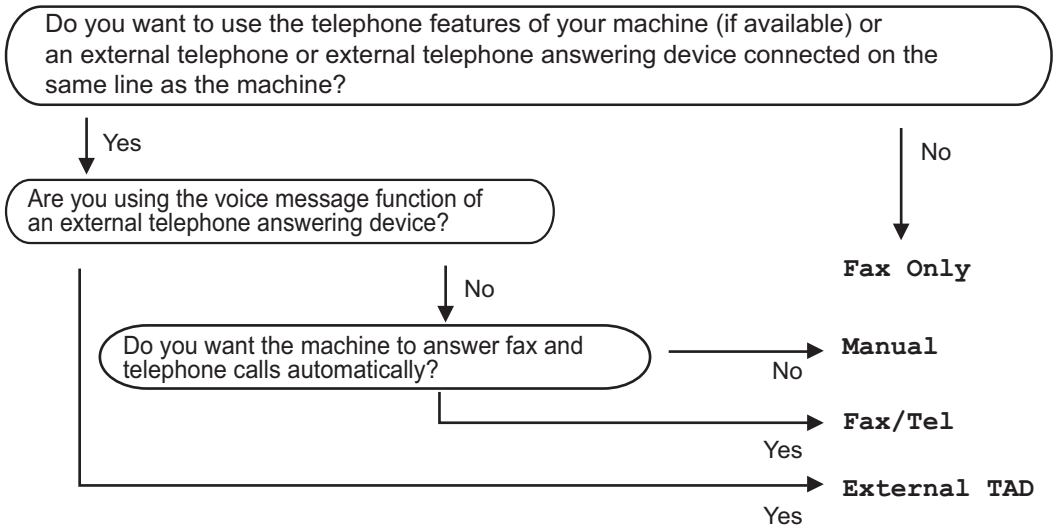
5 Receiving a fax

Receive modes

You must choose a receive mode depending on the external devices and telephone services you have on your line.

Choosing the receive mode

By default, your machine will automatically receive any faxes that are sent to it. The diagrams below will help you choose the correct mode. (For more detailed information about the receive modes, see *Using receive modes* on page 28.)



To set the receive mode follow the instructions below.

1. Press **Menu**, **0**, **1**.
2. Press ▲ or ▼ to choose the receive mode.
   Press **OK**.
3. Press **Stop/Exit**.

The LCD will display the current receive mode.

Using receive modes

Some receive modes answer automatically (`Fax Only` and `Fax/Tel`). You may want to change the Ring Delay before using these modes. (See *Ring Delay* on page 29.)

Fax Only

`Fax Only` mode will automatically answer every call as a fax.

Fax/Tel

`Fax/Tel` mode helps you automatically manage incoming calls, by recognising whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast double ring made by your machine.

(Also see *Ring Delay* on page 29 and *F/T Ring Time (Fax/Tel mode only)* on page 29.)

Manual

`Manual` mode turns off all automatic answering functions.

To receive a fax in Manual mode lift the handset of an external telephone or the machine (MFC-7470D only). When you hear fax tones (short repeating beeps), press **Start**, and then press **2** to receive a fax. You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Fax Detect* on page 30.)

External TAD

`External TAD` mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

(For more information, see *Connecting an external TAD* on page 32.)

Receive Mode settings

Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in `Fax Only` and `Fax/Tel` modes.

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Operation from external or extension telephones* on page 34 and *Fax Detect* on page 30.)

1. Make sure you are in Fax mode  .
2. Press **Menu**, **2**, **1**, **1**.
3. Press ▲ or ▼ to choose how many times the line rings before the machine answers.
   Press **OK**.
4. Press **Stop/Exit**.

F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information, see *Using Remote Codes* on page 35.)

1. Make sure you are in Fax mode  .
2. Press **Menu**, **2**, **1**, **2**.
3. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
   Press **OK**.
4. Press **Stop/Exit**.

Fax Detect

If Fax Detect is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

(MFC-7470D only) If Fax Detect is Semi:

The machine will only receive a fax call automatically if you answered it using the machine's handset.

If you answered at an extension telephone, press ✳**51**. (See *Operation from external or extension telephones* on page 34.)

If Fax Detect is Off:

If you are at the machine and answer a fax call first by lifting the external handset or the machine's handset (MFC-7470D only), press **Start**, and then **2** to receive.

If you answered at an extension telephone press ✳**51**. (See *Operation from external or extension telephones* on page 34.)

Note

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code ✳**51**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to Off.

1. Make sure you are in Fax mode.
2. Press **Menu**, **2**, **1**, **3**.
3. Press ▲ or ▼ to choose On, (MFC-7470D only) Semi or Off.
   Press **OK**.
4. Press **Stop/Exit**.

6 Telephone and external devices

Voice operations (MFC-7470D only)

Voice calls can be made with the handset by using the dial pad, One touch key or (**(Address Book)** and enter three-digit number.

Making a telephone call

1. Pick up the handset.
2. When you hear the dial tone, enter a number using the dial pad, One touch key or (**(Address Book)** and enter three-digit number.
3. Replace the handset to hang up.

Mute

1. Press **Tel/Mute/R** to put a call on Hold. You can replace the handset without disconnecting the call.
2. Pick up the machine's handset to release the call from Hold.

Note

You can pick up an extension telephone and continue speaking without releasing the call from Hold on the machine.

Telephone line services

Setting the telephone line type

If you are connecting the machine to a line that features a PBX or ISDN to send and receive faxes, it is necessary to change the Telephone Line Type accordingly by completing the following steps. If you are using a line that features a PBX, you can set your machine so that it always accesses the outside line (using the prefix you entered), or accesses the outside line when **Tel/R** is pressed or **Tel/Mute/R** and **Shift** are pressed at the same time (MFC-7470D only).

1. Press **Menu**, **0**, **6**.
2. Press ▲ or ▼ to choose `PBX`, `ISDN` (or `Normal`).
   Press **OK**.
3. Do one of the following:
   - If you chose `ISDN` or `Normal`, go to step ❼.
   - If you chose `PBX`, press **OK** and go to step ❹.
4. Do one of the following:
   - If you want to change the current prefix number, press **1** and go to step ❺.
   - If you do not want to change the current prefix number, press **2** and go to step ❼.
5. Enter the prefix number (up to 5 digits) on the dial pad.
   Press **OK**.

Note

- You can use the numbers 0 to 9, #, ✳ and !.

  (Press **Tel/R** or **Tel/Mute/R** to display "!".)

- If you choose `On`, pressing **Tel/R** or **Tel/Mute/R** and **Shift** at the same time (MFC-7470D only) (the screen displays "!".) will let you access an outside line.

- If you choose `Always`, you can access an outside line without pressing **Tel/R** or **Tel/Mute/R** and **Shift** at the same time (MFC-7470D only).

6. Press ▲ or ▼ to choose `On` or `Always`. Press **OK**.

7. Press **Stop/Exit**.

PBX and TRANSFER

The machine is initially set to `Normal`, which lets the machine connect to a standard PSTN (Public Switched Telephone Network) line. However, many offices use a central telephone system or Private Branch Exchange (PBX). Your machine can be connected to most types of PBX. The machine's recall feature supports timed break recall only (TBR). TBR will work with most PBX systems allowing you to gain access to an outside line, or transfer calls to another extension. The feature works when **Tel/R** is pressed or **Tel/Mute/R** and **Shift** are pressed at the same time (MFC-7470D only).

Connecting an external TAD

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will "listen" for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show `Telephone` (`Ext. Tel in Use` for MFC-7470D).

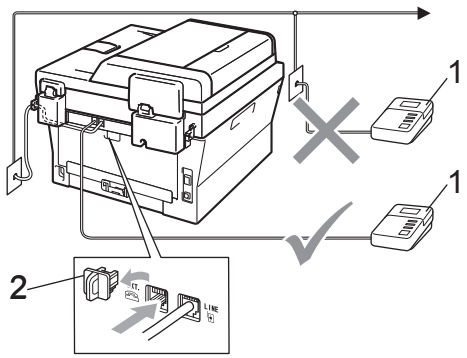
The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.

Note

If you have problems receiving faxes, reduce the ring delay setting on your external TAD.

Connections

The external TAD must be connected as shown in the illustration below.



1 TAD

2 Protective Cap

1. Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
2. Record the outgoing message on your external TAD.
3. Set the TAD to answer calls.
4. Set the Receive Mode to `External TAD`. (See *Choosing the receive mode* on page 27.)

Recording an outgoing message (OGM)

1. Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
2. Limit your speaking to 20 seconds.
3. End your 20-second message by giving your Remote Activation code for people sending manual faxes. For example: "After the beep, leave a message or press ✳**51** and **Start** to send a fax."

Note

- You need to turn the Remote Codes setting to on to use the Fax Activation Code ✳**51**. (See *Using Remote Codes* on page 35.)
- We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving faxes, then you should re-record the OGM to include it.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to `Manual`.

We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

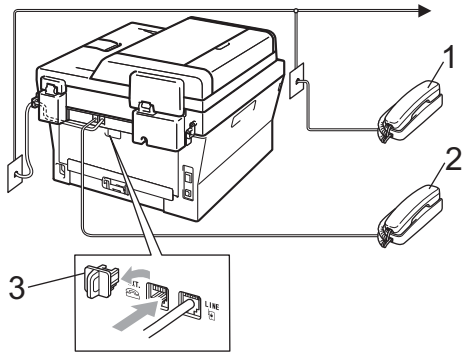
External and extension telephones

Note

You need to turn the Remote Codes setting to on to use the Remote Activation Code ⁎51 and Remote Deactivation Code **#51**. (See *Using Remote Codes* on page 35.)

Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.



1 Extension telephone

2 External telephone

3 Protective Cap

When you are using an external telephone, the LCD shows `Telephone` (`Ext. Tel in Use` for MFC-7470D).

Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine through the T-piece connection, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code ⁎**51** the machine starts to receive the fax.

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ⁎**51** and wait for the chirp or until the LCD shows `Receiving`, and then hang up.

Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* on page 30.)

For Fax/Tel mode only

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (fast/double-ringing) to alert you to pick up a voice call.

(Not for MFC-7470D)
Lift the external telephone's handset, and then press **Tel/R** to answer.

(MFC-7470D only)
If you are at the machine, you can lift the machine's handset to answer.

If you are at an extension telephone, you will need to lift the handset during the F/T Ring Time and then press **#51** between the fast/double rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing ⁎**51**.

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the telephone line cord (see *Connecting an external or extension telephone* on page 34) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

(Not for MFC-7470D)
If you let the machine answer first, you will have to go to the machine so you can press **Tel/R** to transfer the call to the cordless handset.

Using Remote Codes

Remote Activation Code

If you answer a fax call on an external or extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code ✳**51**. Wait for the chirping sounds then replace the handset. (See *Fax Detect* on page 30.) Your caller will have to press start to send the fax.

If you answer a fax call at the external telephone (not for MFC-7470D) or the machine (MFC-7470D only), you can make the machine receive the fax by pressing **Start**.

Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (make sure you press this *between* the rings).

If the machine answers a voice call and fast/double-rings for you to take over;
(Not for MFC-7470D)
you can take the call at the external telephone by pressing **Tel/R**.
(MFC-7470D only)
you can take the call at the machine by lifting the machine's handset.

Turning on the Remote Codes

You need to turn the Remote Codes setting to on to use the Fax Receive Code and Telephone Answer Code.

1. Make sure you are in Fax mode .
2. Press **Menu 2**, **1**, **4**.
3. Press ▲ or ▼ to choose `On`.
   Press **OK**.
4. If you do not want to change the Remote Activation Code, press **OK**.

5. If you do not want to change the Remote Deactivation Code, press **OK**.

6. Press **Stop/Exit**.

Changing the Remote Codes

The preset Remote Activation Code is ***51**. The preset Remote Deactivation Code is **#51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example **###** and 555.

1. Make sure you are in Fax mode  .

2. Press **Menu**, **2**, **1**, **4**.

3. Press ▲ or ▼ to choose `On` or `Off`.
   Press **OK**.

4. If you chose `On` in step ❸, enter the new Remote Activation Code.
   Press **OK**.

5. Enter the new Remote Deactivation Code.
   Press **OK**.

6. Press **Stop/Exit**.

7 Dialling and storing numbers

How to dial

You can dial in any of the following ways.

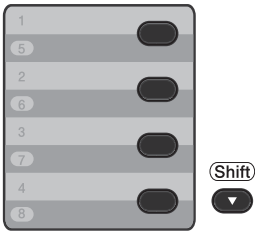
Manual dialling

Use the dial pad to enter all the digits of the telephone or fax number.



One touch Dialling

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* on page 40.)



To dial One Touch numbers 5 to 8, hold down **Shift** as you press the One Touch key.

Speed Dialling

Press **(Address Book)** and enter the three digit Speed Dial number. (See *Storing Speed Dial numbers* on page 42.)



Three-digit number

Note

If the LCD shows `Register Now?` when you enter a One Touch or a Speed Dial number, it means that a number is not stored there.

Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* on page 40 and *Storing Speed Dial numbers* on page 42.)

1. Press **(Address Book)** twice.
2. Press the dial pad key for the first few letters of the name. (Use the chart on *Entering text* on page 134 to help you enter letters.)
   Press **OK**.
3. Press ▲ or ▼ to scroll until you find the name you are looking for.
   Press **OK**.
4. Press **Start**.

Note

- If you do not enter a letter and press **OK** in step ❷, all registered names will appear. Press ▲ or ▼ to scroll until you find the name you are looking for.
- If the LCD shows `No Contact Found` when you enter the first few letters of the name, it means that a name for the letter is not stored.

Fax redial

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minute intervals.

If you are sending a fax manually and the line is busy, press **Redial/Pause** and try it again. You can call the last number dialled by pressing **Redial/Pause**.
Redial/Pause only works if you dialled from the control panel.

Storing numbers

You can set up your machine to do the following types of easy dialling: One Touch, Speed Dial and Groups for Broadcasting faxes. You can also specify the default resolution for each One Touch and Speed Dial number. When you dial a quick dial number, the LCD shows the name, if you stored it, or the number. A scan profile can also be stored along with the fax number.

If you lose electrical power, the quick dial numbers stored in the memory will not be lost.

A scan profile is the resolution and other scan settings that you choose when you store a number. For example, you will be asked to select Standard, Fine, or Photo if you have selected the I-FAX option. Or, you will be asked to select B&W TIFF, B&W PDF, Gray JPG, Gray PDF, Gray XPS, Color JPG, Color PDF or Color XPS if you selected the E-Mail option. (I-FAX and E-mail options are available as a download for MFC-7460DN and MFC-7860DW only.)

One Touch and Speed Dial Options

The following chart shows the options for storing One Touch or Speed Dial numbers after you download the IFAX and E-mail options for MFC-7460DN and MFC-7860DW.

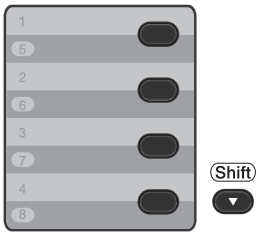
Step 1 **Enter One Touch or Speed Dial Location**	**Step 2** **Select Registration Type**	**Step 3** **Enter Number or E-mail Address**	**Step 4** **Enter Name**	**Step 5** **Select Resolution**	**Step 6** **Select File Type**
One Touch or Speed Dial	Fax/Tel	Fax Number or Tel Number	(Name) Press **OK**.	Std, Fine, S.Fine, Photo	—
	IFAX	E-mail Address		Std, Fine, Photo	—
	Email Color PDF			100dpi, 200dpi, 300dpi, 600dpi	PDF, SPDF
	Email Color JPG			100dpi, 200dpi, 300dpi, 600dpi	—
	Email Color XPS			100dpi, 200dpi, 300dpi, 600dpi	—
	Email Gray PDF			100dpi, 200dpi, 300dpi	PDF, SPDF
	Email Gray JPG			100dpi, 200dpi, 300dpi	—
	Email Gray XPS			100dpi, 200dpi, 300dpi	—
	Email B&W PDF			200dpi, 200x100dpi	PDF, SPDF
	Email B&W TIFF			200dpi, 200x100dpi	—

Storing a pause

Press **Redial/Pause** to insert a 2.8-second pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing One Touch Dial numbers

Your machine has 4 One Touch keys where you can store 8 fax or telephone numbers for automatic dialling. To access numbers 5 to 8, hold down **Shift** as you press the One Touch key.



1. Press the One Touch key where you want to store the number.
   If a number is not stored there, the LCD shows `Register Now?` Press **1** to choose `Yes`.
2. Enter the telephone or fax number (up to 20 characters).
   Press **OK**.
3. Choose one of the following:
   - Enter the name using the dial pad (up to 15 characters). Use the chart on *Entering text* on page 134 to help you enter letters.
     Press **OK**.
   - Press **OK** to store the number without a name.
4. (For MFC-7460DN, MFC-7470D and MFC-7860DW)
   If you want to save a fax resolution along with the number, choose one of the following:
   - To store the fax resolution, press ▲ or ▼ to select `Std`, `Fine`, `S.Fine` or `Photo`.
     Press **OK**.
   - Press **OK** if you do not want to change the default resolution.

If you downloaded I-FAX and E-mail options
(For MFC-7460DN and MFC-7860DW)

1. Press the One Touch key where you want to store the number.
   If a number is not stored there, the LCD shows `Register Now?`.
   Press **1** to choose `Yes`.
2. Press ▲ or ▼ to select one of the following:
   `Fax/Tel`
   `IFAX`
   `Email Color PDF`
   `Email Color JPG`
   `Email Color XPS`
   `Email Gray PDF`
   `Email Gray JPG`
   `Email Gray XPS`
   `Email B&W PDF`
   `Email B&W TIFF`
   Press **OK**.
3. Enter the telephone, fax number (up to 20 characters) or E-mail address (up to 60 characters each). Use the chart on *Entering text* on page 134 to help you enter letters.
   Press **OK**.

Note

- If you selected an E-Mail Registration Type in step ❷ and save the E-mail address, you can only use the E-mail address when you are in Scan mode.

- If you selected the IFAX Registration Type in step ❷ and save the E-mail address, you can only use the E-mail address when you are in Fax mode.

4 Do one of the following:

- Enter the name using the dial pad (up to 15 characters).

  Press **OK**.

- Press **OK** to store the number without a name.

5 Do one of the following:

- If you want to save a fax/scan resolution along with the number, go to the appropriate step as shown in the following table:
- If you do not want to change the default resolution, press **OK**, then go to step ⓬.

Option selected in step ❷	Go to step
Fax/Tel	❻
IFAX	❼
Email Color PDF	❽
Email Color JPG	
Email Color XPS	
Email Gray PDF	❾
Email Gray JPG	
Email Gray XPS	
Email B&W PDF	❿
Email B&W TIFF	

Note

- When you do a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you choose first will be applied to the broadcast.
- You can also store the number by pressing **Menu**, **2**, **3**, **1**.
- For details about the file format, see the *Software User's Guide*.

6 Press ▲ or ▼ to select Std, Fine, S.Fine or Photo.
Press **OK** and go to step ⓬.

7 Press ▲ or ▼ to select Std, Fine or Photo.
Press **OK** and go to step ⓬.

8 Press ▲ or ▼ to select 100dpi, 200dpi, 300dpi or 600dpi.
Press **OK**.

- If you chose Email Color PDF, go to step ⓫.
- If you chose Email Color JPG or Email Color XPS, go to step ⓬.

9 Press ▲ or ▼ to select 100dpi, 200dpi or 300dpi.
Press **OK**.

- If you chose Email Gray PDF, go to step ⓫.
- If you chose Email Gray JPG or Email Gray XPS, go to step ⓬.

10 Press ▲ or ▼ to select 200x100dpi or 200dpi.
Press **OK**.

- If you chose Email B&W PDF, go to step ⓫.
- If you chose Email B&W TIFF, go to step ⓬.

11 Select the PDF type from PDF or SPDF (Secure PDF) that will be used to send to your PC.
Press **OK** and then go to step ⓬.

12 Press **Stop/Exit**.

Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (**(Address Book)**, the three-digit number and **Start**). The machine can store 200 Speed Dial numbers (001 - 200).

1. Press **(Address Book)** and enter a three-digit Speed Dial location number (001-200). If a number is not stored there, the LCD shows `Register Now?`
   Press **1** to choose `Yes`.
2. Enter the telephone or fax number (up to 20 characters). Use the chart on *Entering text* on page 134 to help you enter letters.
   Press **OK**.
3. Do one of the following:
   - Enter the name using the dial pad (up to 15 characters).
     Press **OK**.
   - Press **OK** to store the number without a name.
4. (For MFC-7460DN, MFC-7470D and MFC-7860DW)
   If you want to save a fax resolution along with the number, do one of the following:
   - To store the fax resolution, press ▲ or ▼ to select `Std`, `Fine`, `S.Fine` or `Photo`.
     Press **OK**.
   - Press **OK** if you do not want to change the default resolution.

If you downloaded IFAX and E-mail options
(For MFC-7460DN and MFC-7860DW)

1. Press **(Address Book)** and enter a three-digit Speed Dial location number (001-200).
   If a number is not stored there, the LCD shows `Register Now?`
   Press **1** to choose `Yes`.
2. Press ▲ or ▼ to select one of the following:
   `Fax/Tel`
   `IFAX`
   `Email Color PDF`
   `Email Color JPG`
   `Email Color XPS`
   `Email Gray PDF`
   `Email Gray JPG`
   `Email Gray XPS`
   `Email B&W PDF`
   `Email B&W TIFF`
   Press **OK**.
3. Enter the telephone, fax number (up to 20 characters each) or E-mail address (up to 60 characters each). Use the chart on *Entering text* on page 134 to help you enter letters.
   Press **OK**.

Note

- If you selected an E-Mail Registration Type in step ❷ and save the E-mail address, you can only use the E-mail address when you are in Scan mode.
- If you selected the IFAX Registration Type in step ❷ and save the E-mail address, you can only use the E-mail address when you are in Fax mode.

4. Do one of the following:
   - Enter the name using the dial pad (up to 15 characters).
     Press **OK**.

■ Press **OK** to store the number without a name.

5 Do one of the following:

■ If you want to save a fax/scan resolution along with the number, go to the appropriate step as shown in the following table:

■ If you do not want to change the default resolution, press **OK,** then go to step ⓬.

Option selected in step ❷	Go to step
Fax/Tel	❻
IFAX	❼
Email Color PDF	❽
Email Color JPG	
Email Color XPS	
Email Gray PDF	❾
Email Gray JPG	
Email Gray XPS	
Email B&W PDF	❿
Email B&W TIFF	

Note

- When you do a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you choose first will be applied to the broadcast.
- You can also store the number by pressing **Menu**, **2**, **3**, **2**.
- For details about the file format, see the *Software User's Guide*.

6 Press ▲ or ▼ to select Std, Fine, S.Fine or Photo.
Press **OK** and go to step ⓬.

7 Press ▲ or ▼ to select Std, Fine or Photo.
Press **OK** and go to step ⓬.

8 Press ▲ or ▼ to select 100dpi, 200dpi, 300dpi or 600dpi.
Press **OK**.

■ If you chose Email Color PDF, go to step ⓫.

■ If you chose Email Color JPG or Email Color XPS, go to step ⓬.

9 Press ▲ or ▼ to select 100dpi, 200dpi or 300dpi.
Press **OK**.

■ If you chose Email Gray PDF, go to step ⓫.

■ If you chose Email Gray JPG or Email Gray XPS, go to step ⓬.

10 Press ▲ or ▼ to select 200x100dpi or 200dpi.
Press **OK**.

■ If you chose Email B&W PDF, go to step ⓫.

■ If you chose Email B&W TIFF, go to step ⓬.

11 Select the PDF type from PDF or SPDF (Secure PDF) that will be used to send to your PC.
Press **OK** and then go to step ⓬.

12 Press **Stop/Exit**.

Changing One Touch and Speed Dial numbers

If you try to change an existing One Touch or Speed Dial number, the LCD will show the name or number already stored there. If the existing One Touch or Speed Dial number you are trying to change has a scheduled job or has been set to a fax forwarding number, the LCD will ask you if you want to change the name or number.

1. Do one of the following:
   - To change a stored One Touch number, press **Menu**, **2**, **3**, **1**.

     ```
     Address Book
     1.One Touch Dial
     ```

     Press the One Touch key number you want to change.
   - To change a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

     ```
     Address Book
     2.Speed Dial
     ```

     Enter the Speed Dial number you want to change, then press **OK**.
2. Do one of the following:
   - To change the stored data, press **1**. Go to step ❸.
   - To exit without making a change, press **Stop/Exit**.

     ```
     #005:MIKE
     1.Change 2.Clear
     ```
3. Edit the number and name by the following the instruction. When you are finished editing, press **OK**.
   - To edit the stored name or number, press ◄ or ► to position the cursor under the character you want to change and press **Clear**. Then enter the correct character.
4. (For MFC-7460DN, MFC-7470D and MFC-7860DW)
   If you want to save a fax resolution along with the number, do one of the following:
   - To store the fax resolution, press ▲ or ▼ to select `Std`, `Fine`, `S.Fine` or `Photo`.

     Press **OK**.
   - Press **OK** if you do not want to change the default resolution.
5. Press **Stop/Exit**.

If you downloaded I-FAX and E-mail options
(For MFC-7460DN and MFC-7860DW)

1. Do one of the following:
   - To change a stored One Touch number, press **Menu**, **2**, **3**, **1**.

     Press the One Touch key number you want to change.
   - To change a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

     ```
     Speed Dial
     Speed Dial? #
     ```

     Enter the Speed Dial number you want to change, then press **OK**.
2. Do one of the following:
   - To change the stored number, press **1**.
   - To exit without making a change, press **Stop/Exit**.

     ```
     #005:MIKE
     1.Change 2.Clear
     ```

3 Press ▲ or ▼ to select one of the following:
Fax/Tel
IFAX
Email Color PDF
Email Color JPG
Email Color XPS
Email Gray PDF
Email Gray JPG
Email Gray XPS
Email B&W PDF
Email B&W TIFF
Press **OK**.

4 Press ◀ or ▶ to position the cursor under the character you want to change, and then press **Clear** to delete it. Repeat for each character you want to delete.
Enter a new number or character.
Press **OK**.

5 Follow the directions beginning in step ❹ in Storing One-Touch dial numbers and Storing Speed-Dial numbers. (See *Storing One Touch Dial numbers* on page 40 and *Storing Speed Dial numbers* on page 42.)

6 Press **Stop/Exit**.

Deleting One Touch and Speed Dial numbers

If you try to delete an existing One Touch or Speed Dial number, the LCD will show the name or number already stored there. If the existing One Touch or Speed Dial number you are trying to change has a scheduled job or has been set to a fax forwarding number, the LCD will ask you if you want to change the name or number.

1 Do one of the following:

- To delete a stored One Touch number, press **Menu**, **2**, **3**, **1**.

```
Address Book
1.One Touch Dial
```

  Press the One Touch key number you want to delete.

- To delete a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

```
Address Book
2.Speed Dial
```

  Enter the Speed Dial number you want to delete then press **OK**.

2 To delete the stored data, press **2**.

```
#005:MIKE
1.Change 2.Clear
```

3 Do one of the following:

- To delete the stored data, press **1**.
- To exit without deleting the stored data, press **2**.

```
Erase This Data?
1.Yes 2.No
```

4 Press **Stop/Exit**.

Tone or Pulse

If you have a Pulse dialling service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

1. Lift the handset of the external telephone (not for MFC-7470D) or the machine (MFC-7470D only).

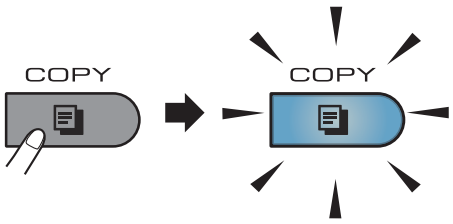
2. Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.
   When you hang up, the machine will return to the Pulse dialling service.

8 Making copies

How to copy

The following steps show the basic copy operation. For details about each option, see the *Advanced User's Guide* on the CD-ROM.

1. When you want to make a copy, press (**COPY**) to illuminate it in blue.
   - Make sure you are in Copy mode.



   - The LCD shows:

```
Stack  Copies:01
100%  □□■□□ Auto
```

Note

The default setting is Fax mode. You can change the amount of time that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* in *Chapter 1* of the *Advanced User's Guide.)*

2. Do one of the following to load your document:
   - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* on page 22.)
   - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 23.)

3. Press **Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

Press the temporary **COPY** keys. You can use **Options**, **Enlarge/Reduce** or **Duplex** [1].

For details about changing the copy settings, see *Copy settings* in *Chapter 7* of the *Advanced User's Guide.*

You can change the following copy settings:

- Enlarge/Reduce
- Quality
- Stack/Sort
- Brightness
- Contrast
- Page Layout
- Duplex [1]

[1] Duplex Copying (1-sided to 2-sided) for MFC-7460DN, MFC-7470D and MFC-7860DW

9 How to print from a computer

Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in *Software User's Guide* for the details about the print settings.)

1. Install the Brother printer driver on the Installation CD-ROM. (See the *Quick Setup Guide*.)
2. From your application, choose the Print command.
3. Choose the name of your machine in the **Print** dialog box and click **Properties**.
4. Choose the settings you want in the **Properties** dialog box.
   - **Paper Size**
   - **Orientation**
   - **Copies**
   - **Media Type**
   - **Resolution**
   - **Print Settings**
   - **Multiple Page**
   - **Duplex / Booklet**
   - **Paper Source**
5. Click **OK** to begin printing.

10 How to scan to a computer

Scanning a document as PDF file using ControlCenter4 (Windows®)

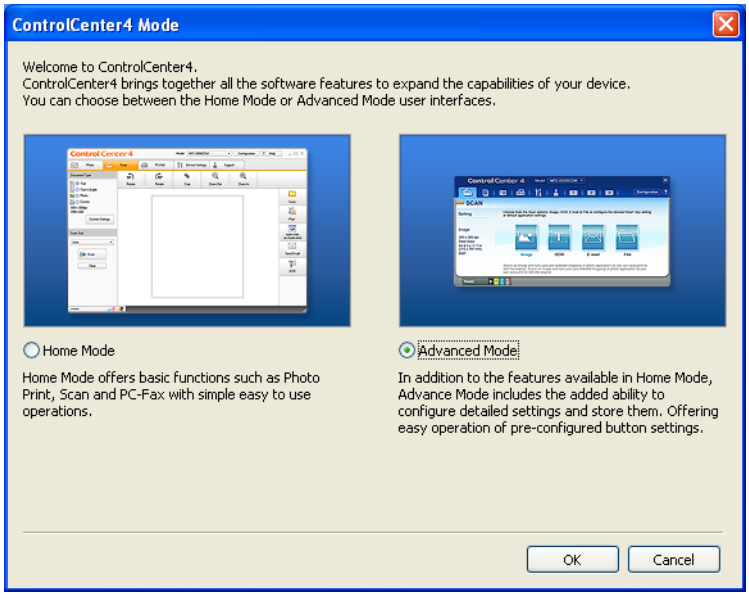
(For Macintosh users) See *Scanning* in the *Software User's Guide*.

Note

The screens on your PC may vary depending on your model.

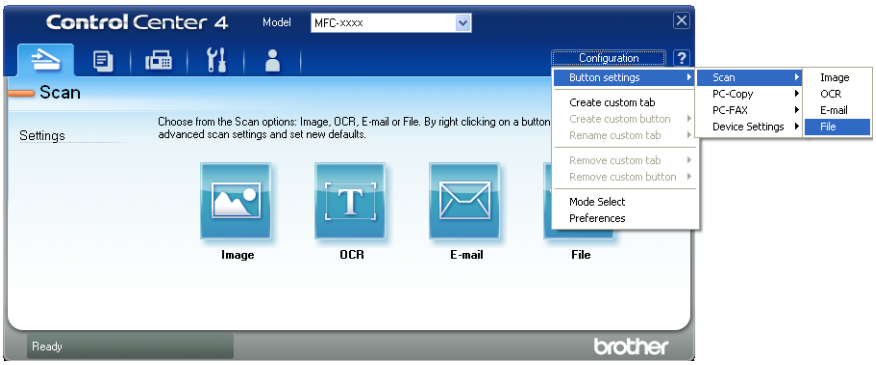
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

1. Load your document. (See *How to load documents* on page 22.)
2. Open ControlCenter4 by clicking **start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
3. Choose **Home Mode** or **Advanced Mode** before you use ControlCenter4.

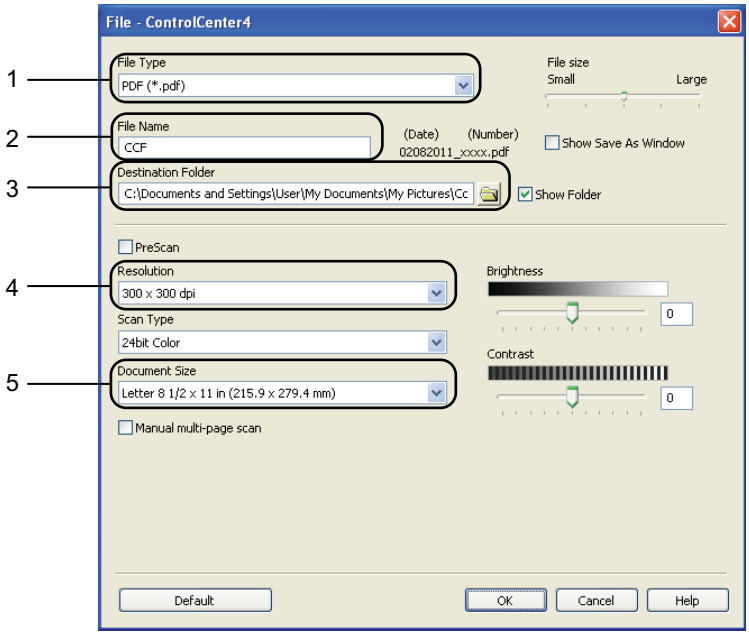


4. Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Set the file type for saving to a folder. By default, the scanned data is saved as **JPEG (*.jpg)**. Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.



1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.

2 You can enter the file name you want to use for the document.

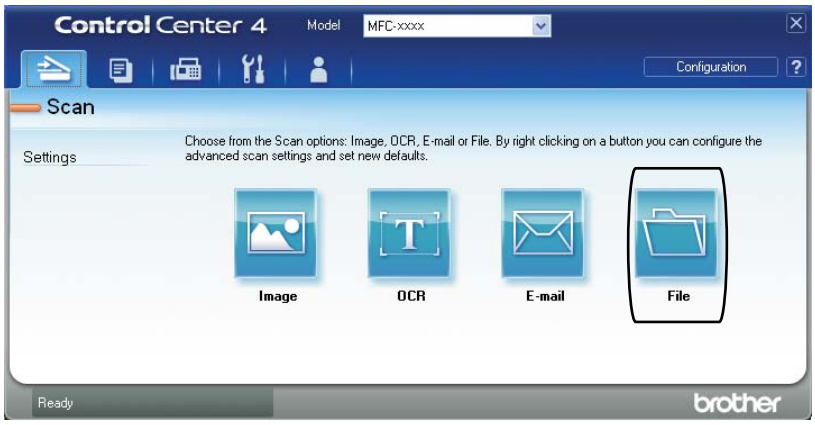
3 You can save the file to the default folder, or choose your preferred folder by clicking the **Browse** button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the pull-down list.

6 Click **OK**.

7 Click **File**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



Changing the SCAN key settings

Before scanning

To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the scanner drivers on the Installation CD-ROM. (See the *Quick Setup Guide*.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See *Configuring Network Scanning* in the *Software User's Guide*.)

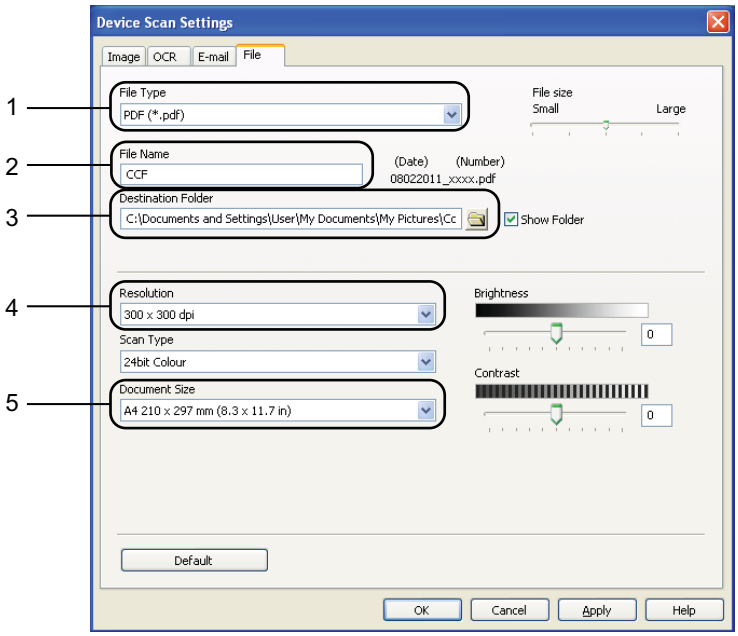
SCAN key settings

You can change your machine's **SCAN** key settings using ControlCenter4.

1. Open ControlCenter4 by clicking **start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
2. Make sure the machine you want to use is selected from the **Model** pull-down list.
3. Click the **Device Settings** tab.
4. Click **Device Scan Settings**.



5 Choose the **File** tab. You can change the default settings.



1 You can choose the file type from the pull-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the **Browse** button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the pull-down list.

6 Click **OK**.

Scanning using the SCAN key

1. Load your document. (See *How to load documents* on page 22.)
2. Press (**SCAN**).
3. Press ▲ or ▼ to choose `Scan to PC`.
   Press **OK**.
4. Press ▲ or ▼ to choose `File`.
   Press **OK**.
5. (For Network users)
   Press ▲ or ▼ to choose the destination computer you want to send to.
   Press **OK**.
   If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.
   Press **OK**.
6. Press **Start**.
   The machine starts the scanning process.

Note

Choose the scan mode you want.

Scan to:

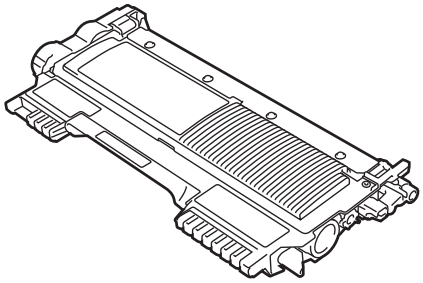
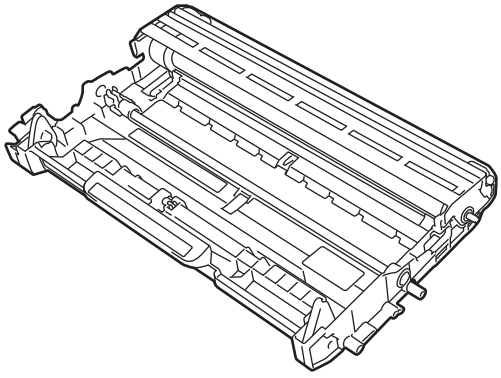
- `FTP` [1]
- `E-mail` (Scan to PC)
- `Image` (Scan to PC)
- `OCR` (Scan to PC)
- `File` (Scan to PC)

[1] For MFC-7460DN and MFC-7860DW

A Routine maintenance

Replacing the consumable items

The machine will indicate when it is time to replace the consumable items. (See *Replacing the toner cartridge* on page 56 and *Replacing the drum unit* on page 61.)

Toner cartridge	Drum unit
See *Replacing the toner cartridge* on page 56. Model Name: TN-2260, TN-2280	See *Replacing the drum unit* on page 61. Model Name: DR-2255
	

Note

- Please discard used consumable items according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life of the toner cartridges is based on ISO/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

Replacing the toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* on page 55.

The Standard toner cartridge can print approximately 1,200 pages [1]. The High Yield toner cartridge can print approximately 2,600 pages [1]. Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows `Toner Low`.

The toner cartridge that comes supplied with the machine is Standard toner cartridge.

[1] Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

Note

- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, please call your Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning the machine* on page 65.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

Toner Low

```
Toner Low
```

If the LCD shows `Toner Low`, buy a new toner cartridge and have it ready before you get a `Replace Toner` message.

Replace Toner

When the following message appears on the LCD, you need to replace the toner cartridge:

```
Replace Toner
```

The machine will stop printing until you replace the toner cartridge. A new and unused original Brother toner cartridge will reset the Replace Toner mode.

Note

To force the machine to continue printing after the LCD shows `Replace Toner`, set the machine to Continue mode (**Menu**, **1**, **8**, and choose `Continue`). The machine will continue printing until the LCD shows `Toner Ended`. (For details about the Toner settings, see *Toner Settings* in *Chapter 1* of the *Advanced User's Guide*.)

Toner Ended

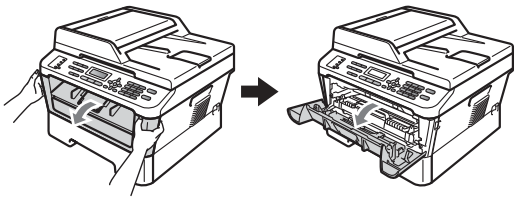
```
Toner Ended
```

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* on page 57.)

Replacing the toner cartridge

1. Make sure that the machine is turned on.

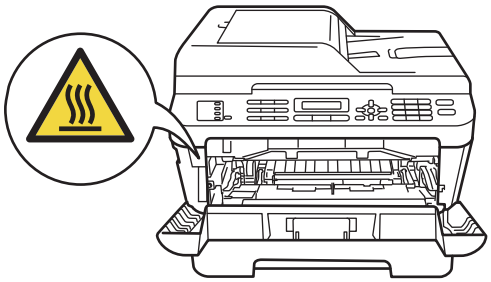
2. Open the front cover and leave the machine turned on for 10 minutes to cool down.

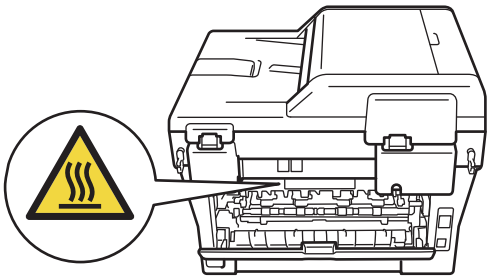


⚠ CAUTION

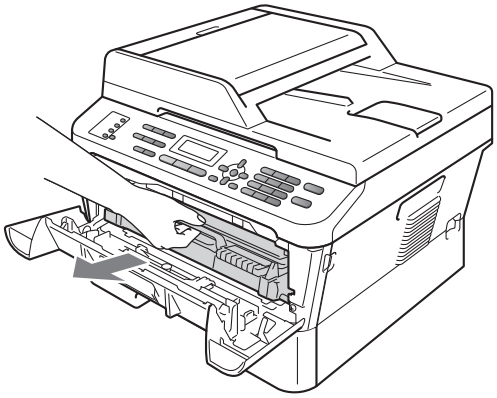
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may get burned.



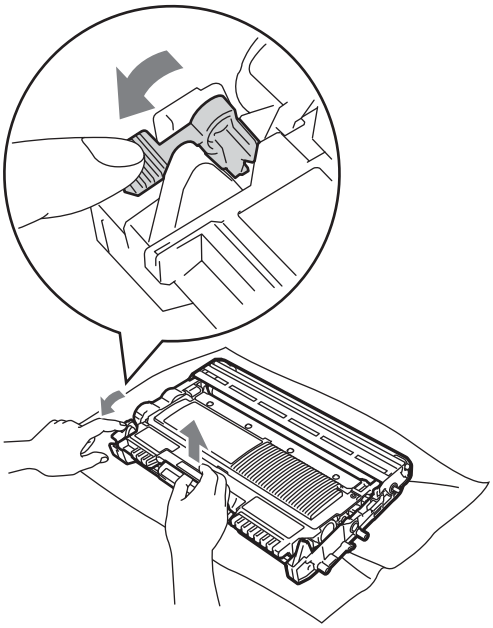


3. Take out the drum unit and toner cartridge assembly.



A

4 Push down the green lock lever and take the toner cartridge out of the drum unit.



WARNING

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

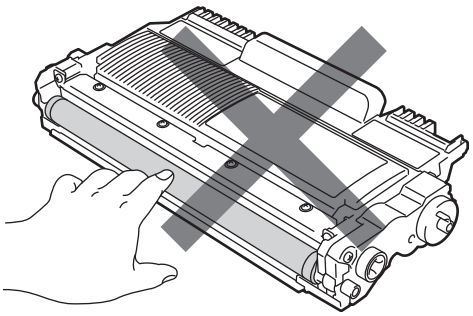
DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray or any type of flammable substance to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.
See *To use the product safely* in the *Safety and Legal booklet* for how to clean the machine.

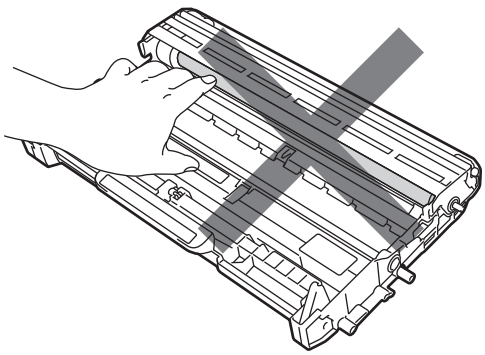


Be careful not to inhale toner.

IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.

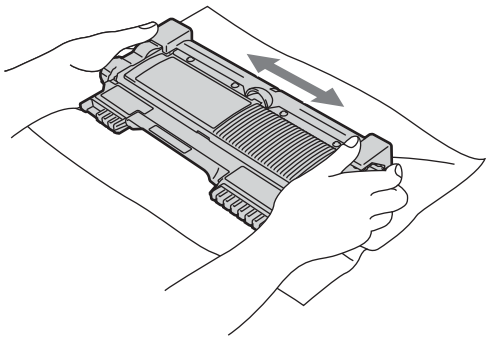




Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Discard used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

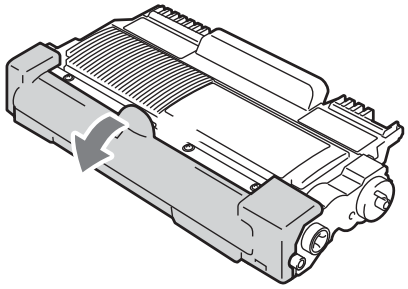
5 Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



IMPORTANT

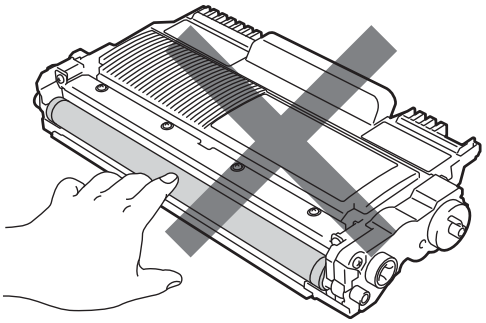
- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with genuine Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other part of this machine as a result of the use of toner or toner cartridges other than genuine Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

6 Pull off the protective cover.



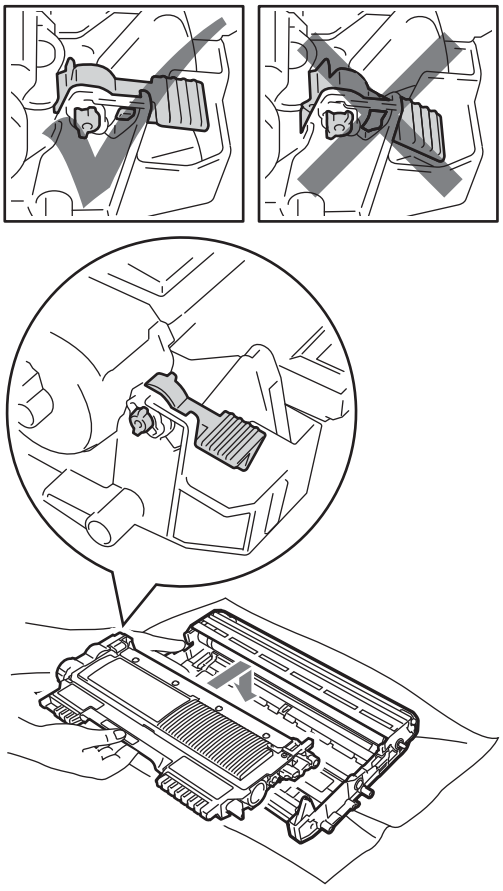
IMPORTANT

Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustrations.



A

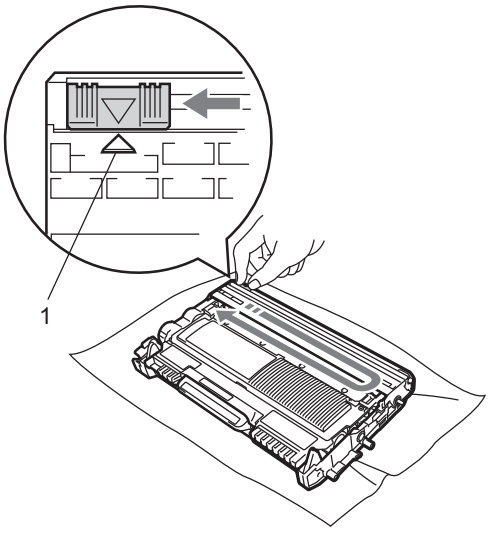
7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in properly, the green lock lever will lift automatically.



Note

Make sure that you put in the toner cartridge properly or it may separate from the drum unit.

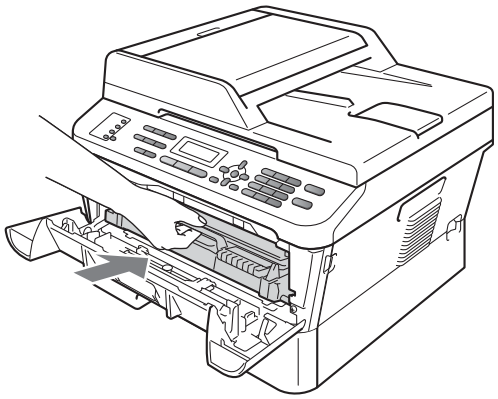
8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

9 Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.



Note

After replacing the toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the `Please Wait` message and returns to Ready mode.

Replacing the drum unit

Model name: DR-2255

A new drum unit can print approximately 12,000 A4 or Letter size single-sided pages.

IMPORTANT

For best performance, use only a genuine Brother Original drum unit and genuine Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum or toner unit.

Drum Error

```
Drum Error
```

The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* on page 67.)

If you cleaned the corona wire and `Drum Error` was not cleared, replace the drum unit with a new one.

Replace Drum

```
Replace Drum
```

Please replace the drum unit with a new one. We recommend a genuine Brother Original drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

Drum Stop

```
Drum Stop
```

We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a genuine Brother Original drum unit be installed at this time.

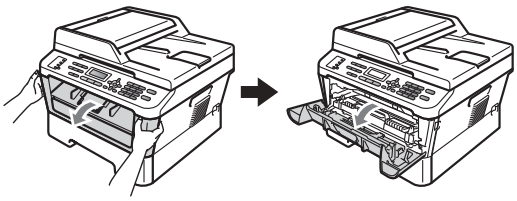
After replacement, reset the drum counter by following the instructions included with the new drum unit.

Replacing the drum unit

IMPORTANT

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning the machine* on page 65.)

1. Make sure that the machine is turned on.
2. Open the front cover and leave the machine turned on for 10 minutes to cool down.

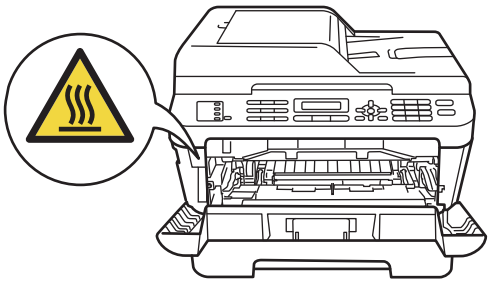


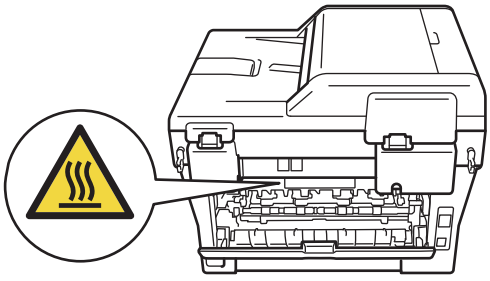
CAUTION

HOT SURFACE

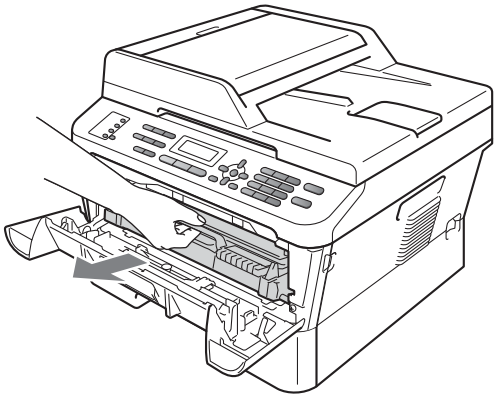
After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may get burned.

A

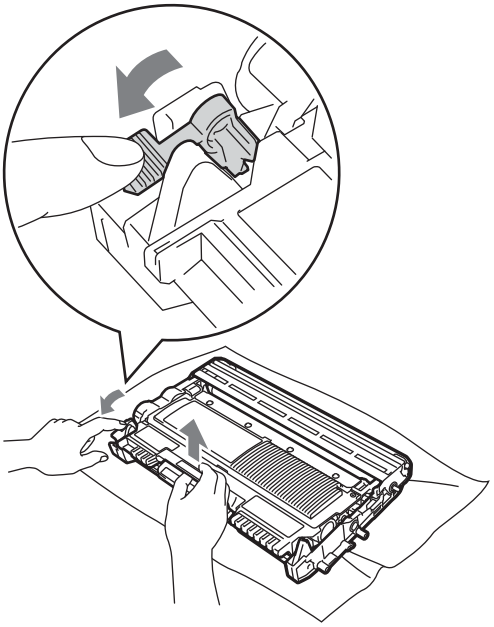




3 Take out the drum unit and toner cartridge assembly.



4 Push down the green lock lever and take the toner cartridge out of the drum unit.



⚠ WARNING

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

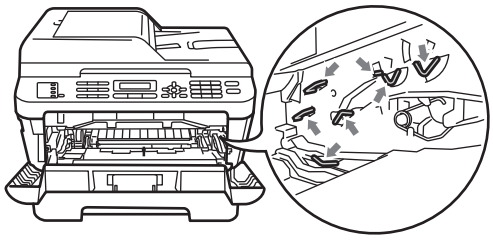
DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.
See *To use the product safely* in the *Safety and Legal booklet* for how to clean the machine.



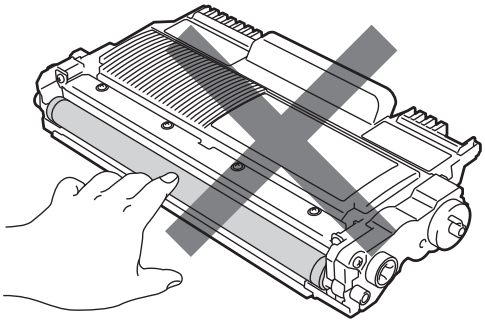
Be careful not to inhale toner.

IMPORTANT

- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



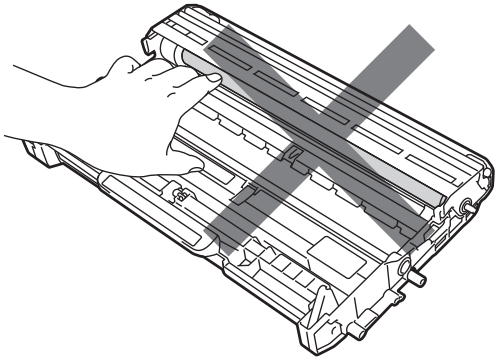
Note

- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.
- Discard used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

5 Unpack the new drum unit.

IMPORTANT

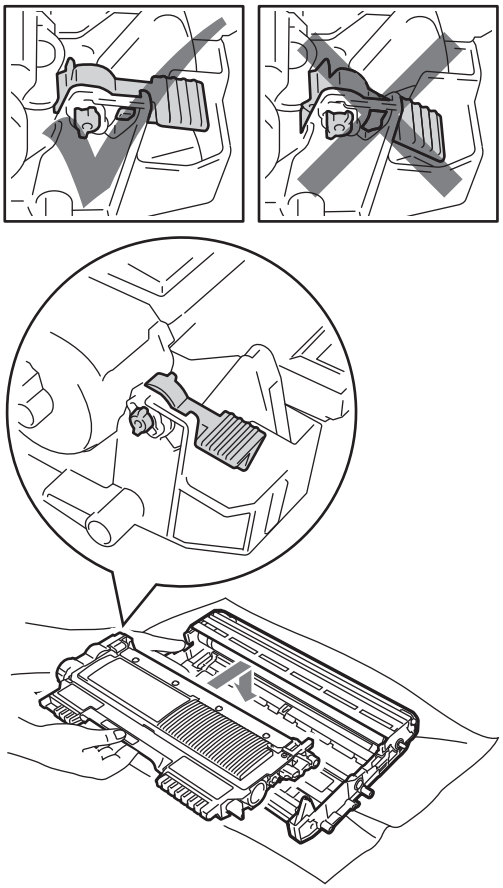
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



- Unpack the drum unit just before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

A

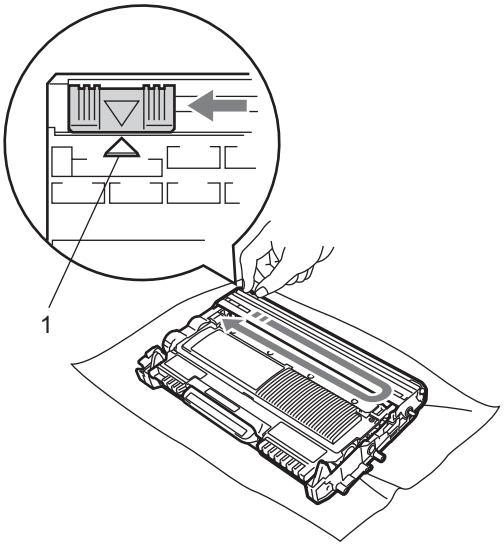
6 Put the toner cartridge firmly into the new drum unit until it locks into place. If you put the cartridge in properly, the green lock lever will lift automatically.



Note

Make sure that you put in the toner cartridge correctly or it may separate from the drum unit.

7 Clean the corona wire of the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the green tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

8 Put the new drum unit and toner cartridge assembly in the machine.

Resetting the drum counter

When you replace the drum unit with a new one, you need to reset the drum counter by completing the following steps:

1 Press **Clear**.
To confirm you are installing a new drum unit, press **1**.

2 When the LCD shows `Accepted`, close the front cover.

Cleaning the machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth. When you replace the toner cartridge or the drum unit, make sure that you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

WARNING

DO NOT use any flammable substances, spray or organic solvent/liquids containing alcohol/ammonia to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.
See *To use the product safely* in the *Safety and Legal booklet* for how to clean the machine.



Be careful not to inhale toner.

IMPORTANT

Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.

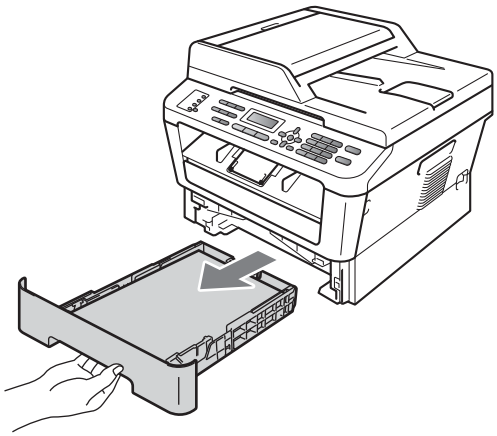
Cleaning the outside of the machine

1. Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.

Note

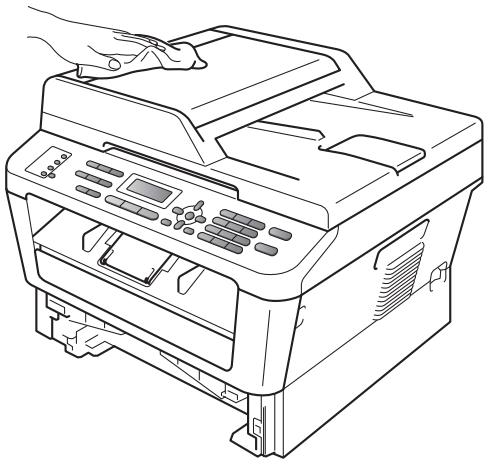
(For MFC-7360 / MFC-7360N / MFC-7460DN) To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* on page 81.

2. Pull the paper tray completely out of the machine.



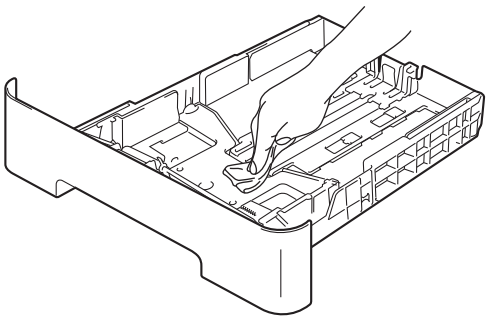
A

3 Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



4 Remove any paper that is in the paper tray.

5 Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



6 Re-load the paper and put the paper tray firmly back in the machine.

7 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

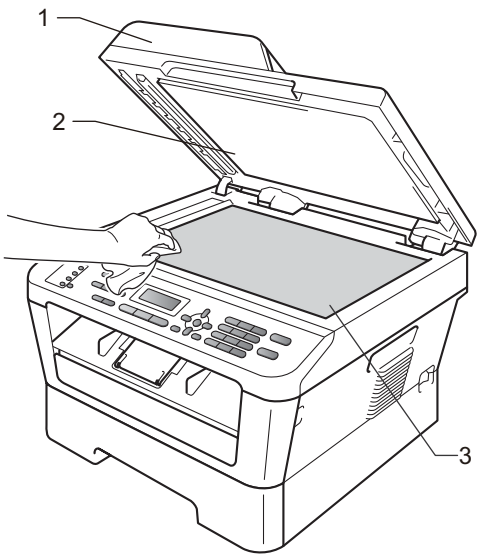
Cleaning the scanner glass

1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.

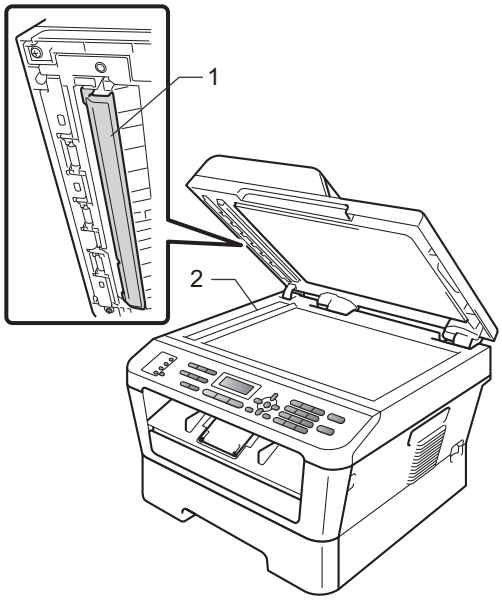
Note

(For MFC-7360 / MFC-7360N / MFC-7460DN) To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* on page 81.

2 Lift the document cover (1).
Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth moistened with water.



3 In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth moistened with water.



Note

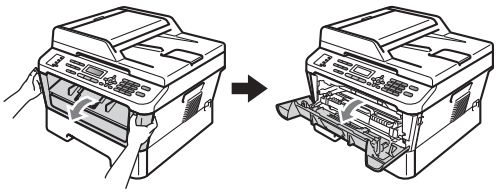
In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

4 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

Cleaning the corona wire

If you have print quality problems, clean the corona wire as follows:

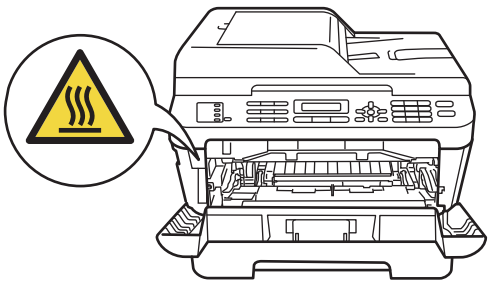
1 Open the front cover and leave the machine turned on for 10 minutes to cool down.

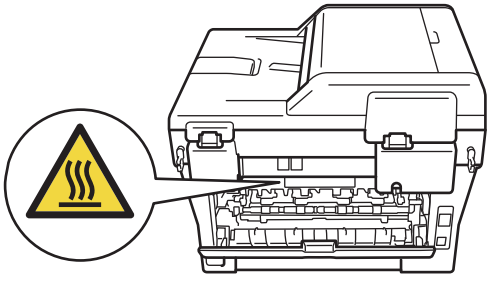


⚠ CAUTION

HOT SURFACE

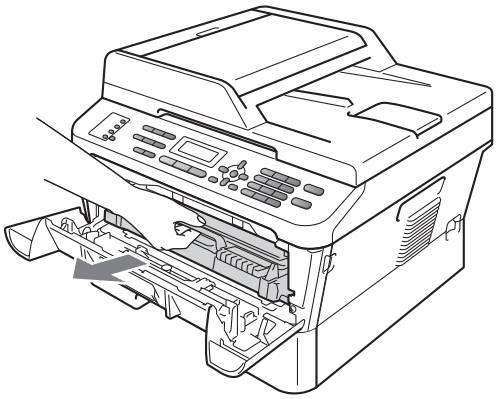
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.





A

2 Slowly take out the drum unit and toner cartridge assembly.

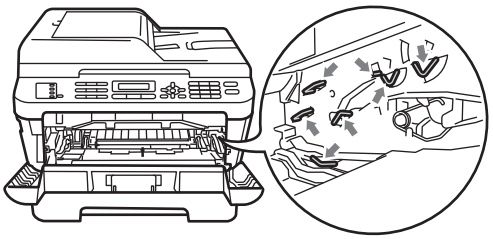


⚠ CAUTION

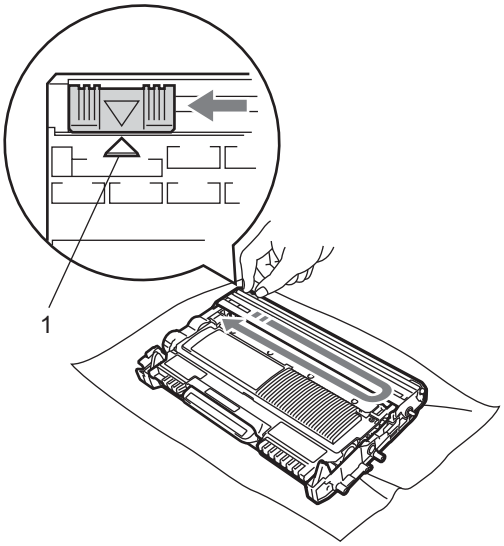
We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.



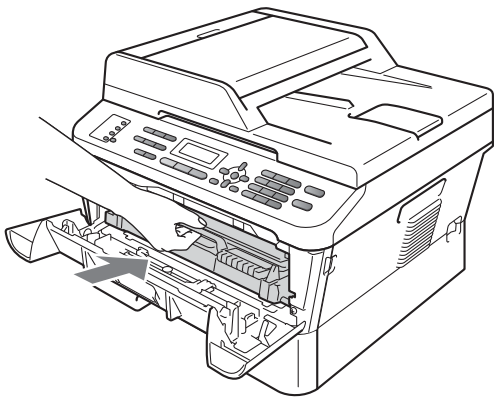
3 Clean the corona wire inside the drum unit by gently sliding the green tab from right to left and left to right several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

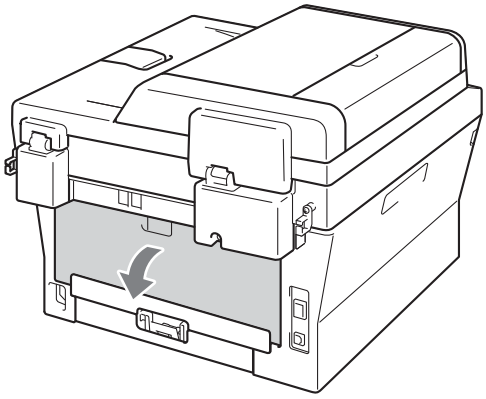
4 Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.



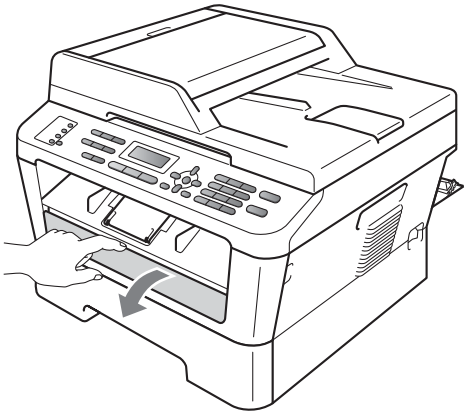
Cleaning the drum unit

If you have print quality problems, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

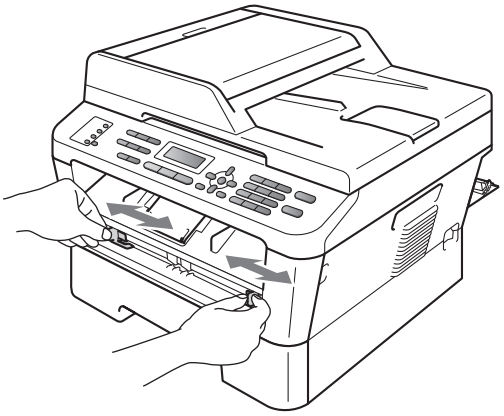
1. Prepare blank A4 or Letter size paper.
2. Make sure the machine is in Ready mode.
3. Open the back cover (face-up output tray).



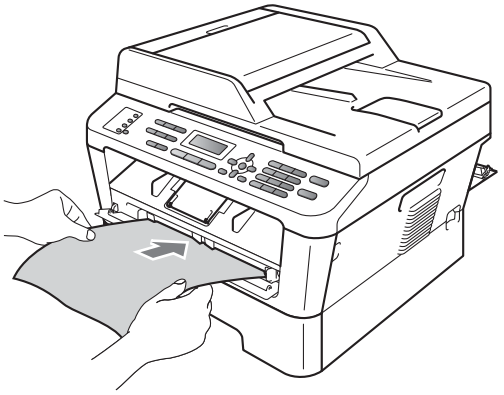
4. Open the manual feed slot cover.



5. Press **Clear** and **Menu** at the same time. The `Drum Cleaning` message will appear on the LCD.
6. Using both hands, slide the manual feed paper guides to the width of the paper that you are going to use.



7. Using both hands, put one piece of A4 or Letter size paper in the manual feed slot until the top edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go. The machine will start the Drum Cleaning process.



A

Note

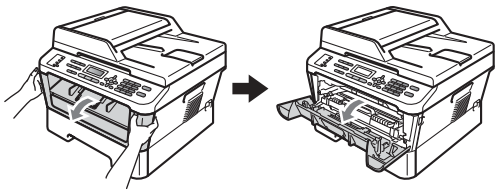
- The machine makes a mechanical noise during the Drum Cleaning process because the machine rotates the OPC drum in reverse. This noise is not due to a malfunction of the machine.
- DO NOT put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.
- If the paper in the manual feed slot is other than A4 or Letter size, the machine will stop the Drum Cleaning process and eject the paper.
- Make sure that the paper is straight and in the proper position in the manual feed slot. If it is not, it may not be fed properly, resulting in a skewed printout or a paper jam.
- DO NOT close the back cover (face-up output tray) during the Drum Cleaning process. The machine will stop the Drum Cleaning process and eject the paper. It may cause a jam.
- If the machine receives a print job before you put the sheet of paper in the manual feed slot, the machine will finish the Drum Cleaning process first, and then print the print job.

8. When the machine has finished cleaning, the machine returns to Ready mode.

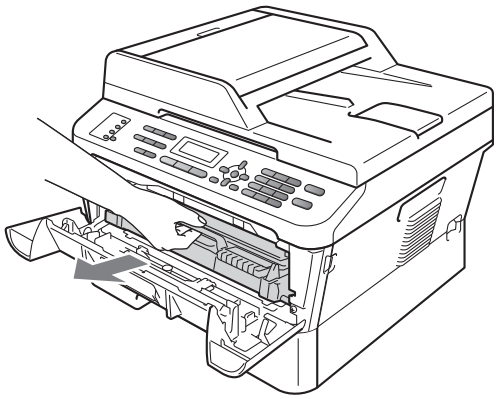
9. Repeat steps ❺ to ❽ two more times using a new blank sheet of paper each time. Upon completion please discard the used paper.

If the problem is not solved yet, follow the steps below:

1. Open the front cover and leave the machine turned on for 10 minutes to cool down.



2. Slowly take out the drum unit and toner cartridge assembly.

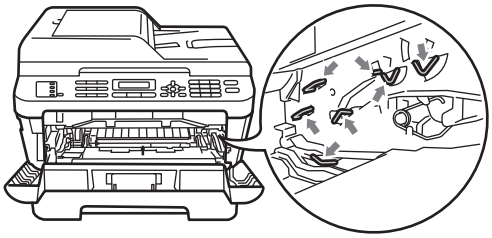


⚠ CAUTION

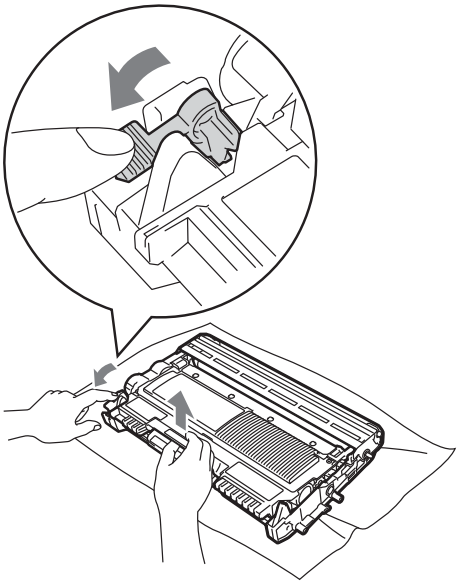
We recommend that you put the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.

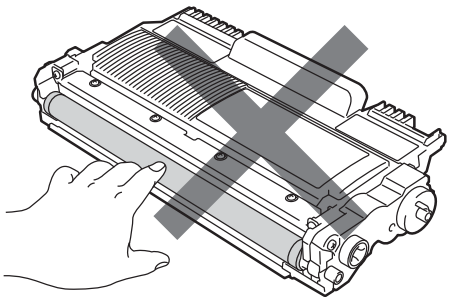


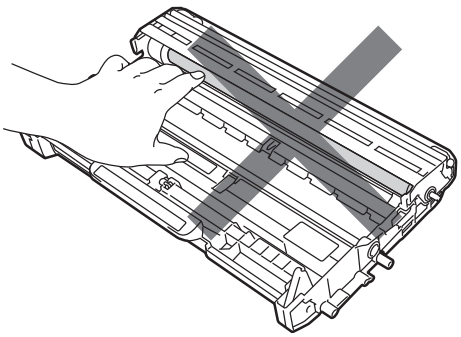
3 Push down the green lock lever and take the toner cartridge out of the drum unit.



! IMPORTANT

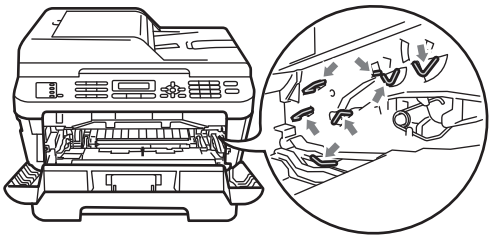
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations below.



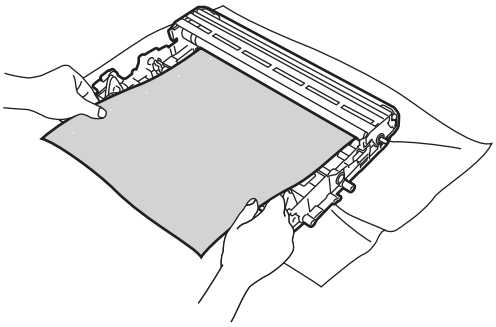


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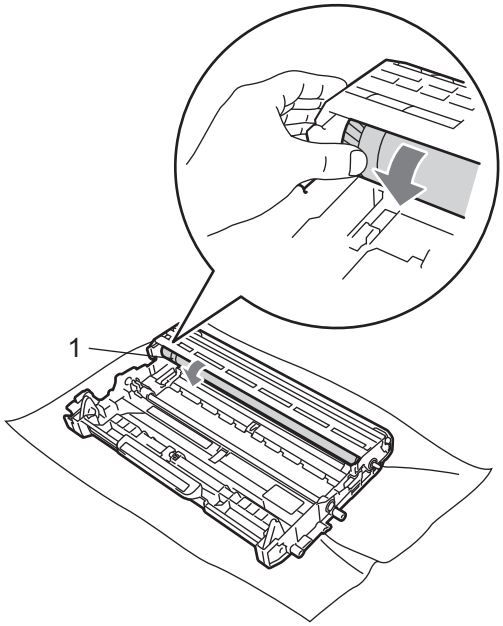
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



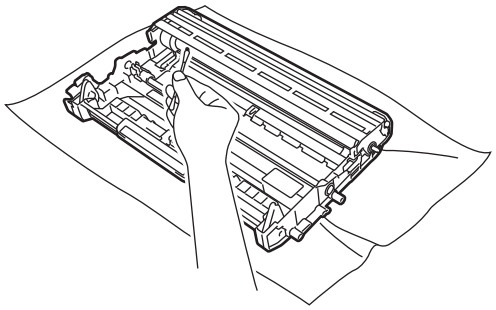
4 Put the print sample in front of the drum unit, and find the exact position of the poor print.



5 Turn the drum unit gear by hand while looking at the surface of the OPC drum (1).



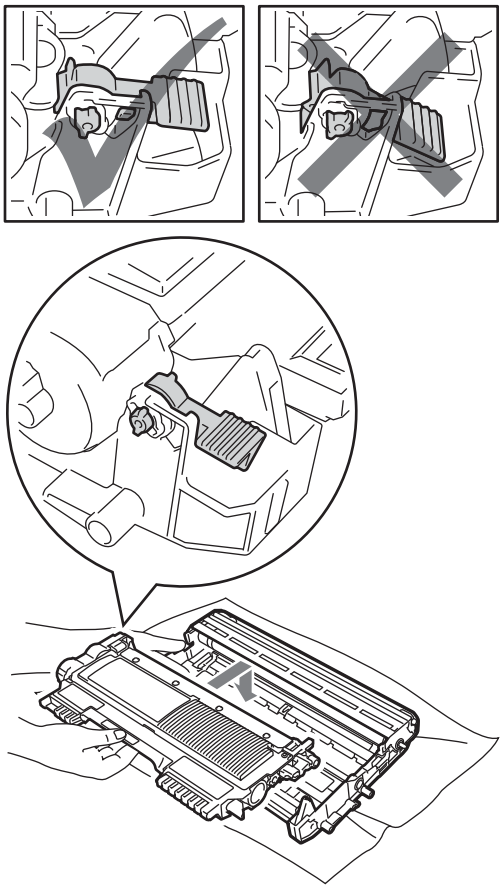
6 When you have found the mark on the drum that matches the print sample, wipe the surface of the OPC drum with a dry cotton swab until the dust or glue on the surface comes off.



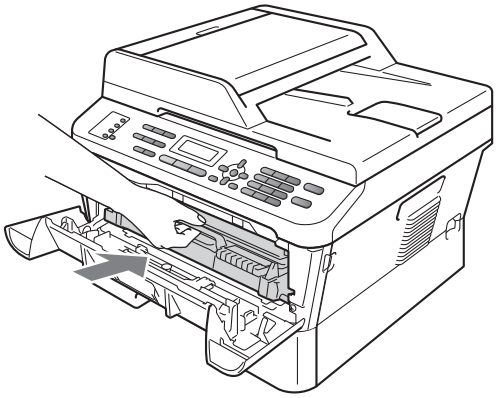
IMPORTANT

DO NOT clean the surface of the photosensitive drum with a sharp object.

7 Put the toner cartridge back into the drum unit until it locks into place. If you put the cartridge in properly, the green lock lever will lift automatically.



8 Put the drum unit and toner cartridge assembly back in the machine.



9 Close the front cover.

Cleaning the paper pick-up rollers

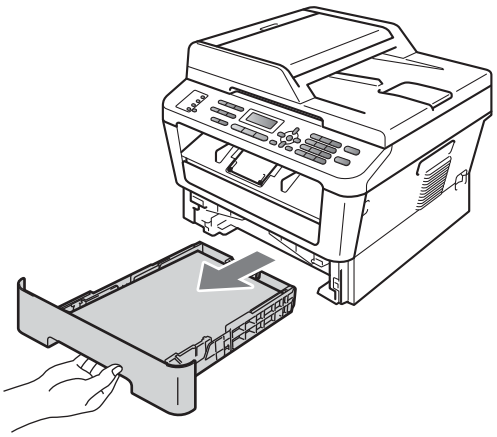
If you have paper feed problems, clean the pick-up rollers as follows:

1. Turn off the machine. Unplug the power cord from the electrical socket.

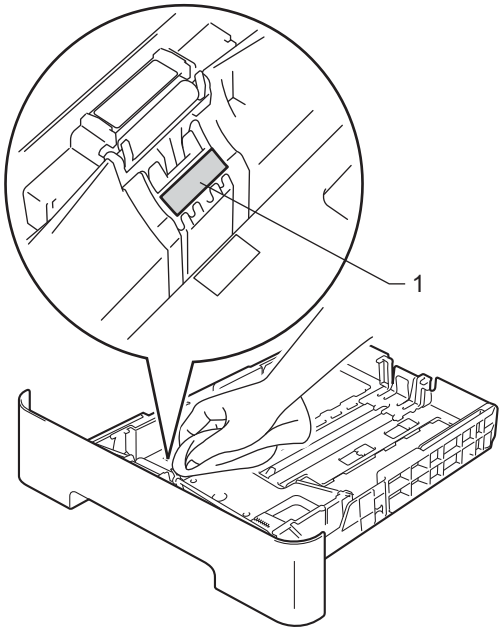
Note

(For MFC-7360 / MFC-7360N / MFC-7460DN) To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* on page 81.

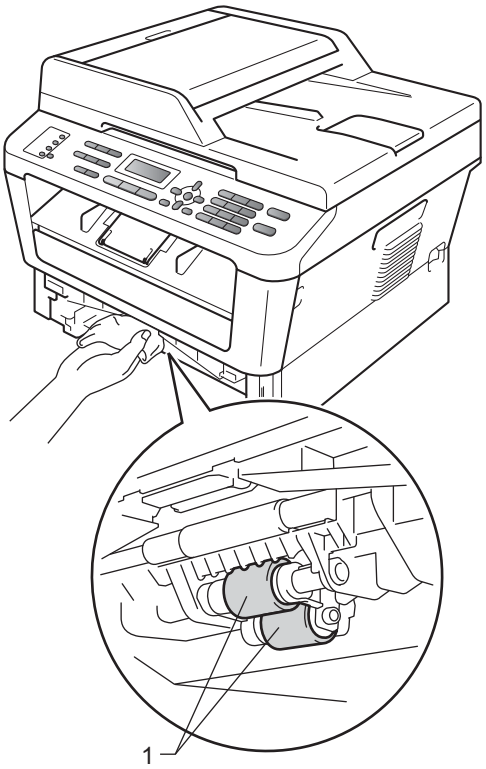
2. Pull the paper tray completely out of the machine.



3. Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) of the paper tray with it to remove dust.



4 Wipe the two pick-up rollers (1) inside of the machine to remove dust.



5 Put the paper tray back in the machine.

6 Plug the machine's power cord back into the electrical socket. Turn on the machine.

B Troubleshooting

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can clear most errors and perform routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at http://solutions.brother.com/.

Error Message	Cause	Action
Access Denied	The function you want to use is restricted by Secure Function Lock.	Contact your administrator to check your Secure Function Lock Settings.
Cartridge Error	The toner cartridge is not installed correctly.	Pull out the drum unit and remove the toner cartridge, then re-install the toner cartridge in the drum unit.
Comm.Error	Poor telephone line quality caused a communication error.	Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for a while.	Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning do one of the following: (For MFC-7360 / MFC-7360N / MFC-7460DN) See *Transferring your faxes or Fax Journal report* on page 81 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it. (For MFC-7860DW) Disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.

Error Message	Cause	Action
Cover is Open	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF is open while loading a document.	Close the ADF cover of the machine, then press **Stop/Exit**.
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	■ Close the fuser cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press **Start**.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See *Document is jammed in the top of the ADF unit* on page 82 or *Using the automatic document feeder (ADF)* on page 22.
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See *Cleaning the corona wire* on page 67.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* on page 61.)
Duplex Disabled	The duplex tray is removed or is not properly installed.	Carefully put the duplex tray into the machine until it clicks into place.
	The back of the machine is not closed completely.	Close the back cover of the machine.
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	(For MFC-7360 / MFC-7360N / MFC-7460DN) Received fax messages still in memory will be lost when the machine is turned off. See *Transferring your faxes or Fax Journal report* on page 81 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For MFC-7470D / MFC-7860DW) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	

Error Message	Cause	Action
Init Unable XX	The machine has a mechanical problem.	■ (For MFC-7360 / MFC-7360N / MFC-7460DN) Received fax messages still in memory will be lost when the machine is turned off. See *Transferring your faxes or Fax Journal report* on page 81 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it. (For MFC-7470D / MFC-7860DW) Disconnect the machine from the power for several minutes, then reconnect it. ■ If the problem continues, call your Brother dealer.
Jam Duplex	The paper is jammed in the duplex tray at the back of the machine.	(See *Paper is jammed in the Duplex Tray (MFC-7460DN, MFC-7470D and MFC-7860DW)* on page 92.)
Jam Inside	The paper is jammed inside the machine.	(See *Paper is jammed inside the machine* on page 87.)
Jam Rear	The paper is jammed in the back of the machine.	(See *Paper is jammed at the back of the machine* on page 85.)
Jam Tray	The paper is jammed in the paper tray of the machine.	(See *Paper is jammed in the standard paper tray* on page 84.)
Limit Exceeded	The Page Limit set in Secure Function Lock 2.0 for your ID was reached.	Contact your administrator to check your Secure Function Lock Settings.
Manual Feed	**Manual Feed** was selected as the paper source when there was no paper in the manual feed slot.	Place a sheet of paper in the manual feed slot. (See *Loading paper in the manual feed slot* on page 12.)
No Paper	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray and press **Start**. ■ Remove the paper and load it again. Then press **Start**. ■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See *Cleaning the paper pick-up rollers* on page 74.)
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge is not installed correctly.	Pull out the drum unit. Take out the toner cartridge and then put it back into the drum unit.

Error Message	Cause	Action
Not Available	This function is not permitted to all IDs by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Do one of the following: ■ Press **Start** to send or copy the scanned pages. ■ Press **Stop/Exit** and wait until the other operations in progress finish, and then try again. ■ Clear the faxes from the memory. Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See *Printing a fax from the memory* in *Chapter 4* of the *Advanced User's Guide* and *Fax Storage* in *Chapter 4* of the *Advanced User's Guide*.) **Print operation in process** Do one of the following: ■ Reduce the print resolution. (See *Basic tab* in the *Software User's Guide*.) ■ Clear the faxes from the memory. (See the above explanation.)
Print Unable XX	The machine has a mechanical problem.	Do one of the following: ■ (For MFC-7360 / MFC-7360N / MFC-7460DN) *Transferring your faxes or Fax Journal report* on page 81 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it. (For MFC-7470D / MFC-7860DW) Disconnect the machine from the power for several minutes, then reconnect it. ■ If the problem continues, call your Brother dealer.
Replace Drum	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* on page 61.)
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (See *Replacing the drum unit* on page 61.)

Error Message	Cause	Action
Replace Toner	The machine will stop printing until you replace the toner cartridge.	If you have set the Toner setting to Stop, replace the toner cartridge with a new and unused original Brother toner cartridge. This will reset the Replace Toner mode. (See *Replacing the toner cartridge* on page 56.) If you have set the Toner setting to Continue, the machine will continue to print data until the LCD shows Toner Ended. For how to operate the machine in Continue mode, see *Toner Settings* in *Chapter 1* of the *Advanced User's Guide*.
Scan Unable XX	The machine has a mechanical problem.	■ (For MFC-7360 / MFC-7360N / MFC-7460DN) See *Transferring your faxes or Fax Journal report* on page 81 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it. (For MFC-7470D / MFC-7860DW) Disconnect the machine from the power for several minutes, then reconnect it. ■ If the problem continues, call your Brother dealer.
Size Error DX	The paper in the tray is not a suitable size for automatic duplex printing.	Load A4 paper for automatic duplex printing, and then press **Start**. (See *Print media* on page 140.)
Size mismatch	The paper in the tray is not a correct size.	Load an appropriate size of paper in the tray, and re-set the “Paper Size” (**Menu**, **1**, **2**, **2**). (See *Paper Size* on page 17.)
Toner Ended	It is time to replace the toner cartridge.	Replace the toner cartridge with a new one. (See *Replacing the toner cartridge* on page 56.)
Toner Low	The toner is low.	Buy a new toner cartridge before you get a Replace Toner message.

Transferring your faxes or Fax Journal report

If the LCD shows:

- `Init Unable XX`
- `Print Unable XX`
- `Scan Unable XX`

(MFC-7360 / MFC-7360N / MFC-7460DN / MFC-7470D [1])

[1] For any restricted countries subject to any applicable export control status

If it is necessary to disconnect the machine from the AC power outlet, we recommend transferring your faxes to another fax machine or to your PC before you unplug the machine. (See *Transferring faxes to another fax machine* on page 81 or *Transferring faxes to your PC* on page 81.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* on page 81.)

Note

If there is an error message on the machine's LCD, after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (station ID)* in the *Quick Setup Guide*.)

1. Press **Menu**, **9**, **0**, **1**.
2. Do one of the following:
   - If the LCD shows `No Data`, there are no faxes left in the machine's memory. Press **Stop/Exit**.
   - Enter the fax number to which faxes will be forwarded. Press **Start**.

Transferring faxes to your PC

You can transfer the faxes from your machine's memory to your PC.

1. Make sure that you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-Fax Receiving** on the PC. (For details about PC-Fax Receive, see *PC-FAX receiving* in the *Software User's Guide*.)
2. Make sure that you have set `PC Fax Receive` on the machine. (See *PC-Fax Receive* in *Chapter 4* of the *Advanced User's Guide*.)
   If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
3. Do one of the following:
   - To transfer all faxes to your PC, press **1**. You will be asked if you want a backup print.
   - To exit and leave the faxes in the memory, press **2**.
4. Press **Stop/Exit**.

Transferring Fax Journal report to another fax machine

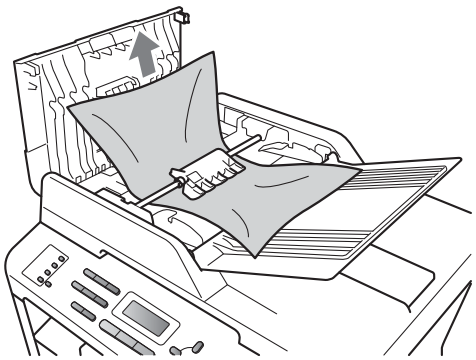
If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (station ID)* in the *Quick Setup Guide*.)

1. Press **Menu**, **9**, **0**, **2**.
2. Enter the fax number to which the Fax Journal report will be forwarded.
3. Press **Start**.

Document Jams

Document is jammed in the top of the ADF unit

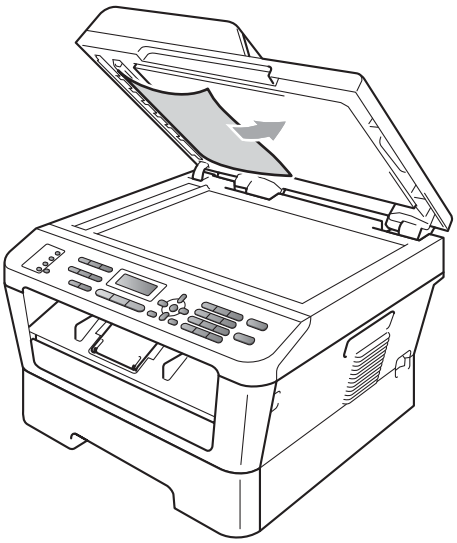
1. Take out any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Pull the jammed document out to the left.



4. Close the ADF cover.
5. Press **Stop/Exit**.

Document is jammed under the document cover

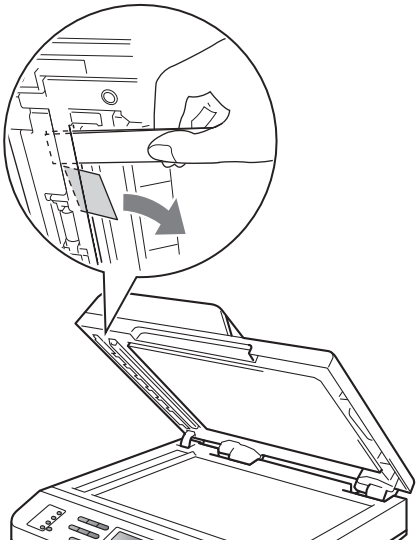
1. Take out any paper from the ADF that is not jammed.
2. Lift the document cover.
3. Pull the jammed document out to the right.



4. Close the document cover.
5. Press **Stop/Exit**.

Removing small documents jammed in the ADF

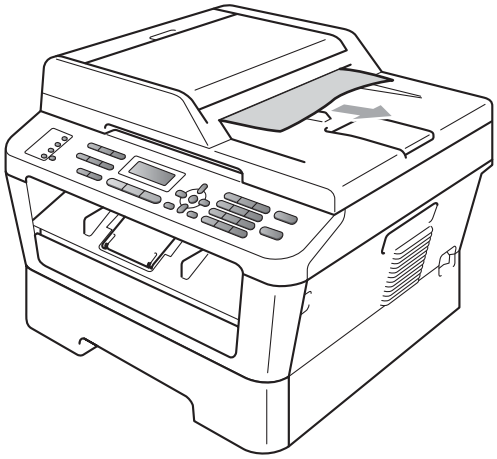
1. Lift the document cover.
2. Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



3. Close the document cover.
4. Press **Stop/Exit**.

Document is jammed at the output tray

1. Take out any paper from the ADF that is not jammed.
2. Pull the jammed document out to the right.



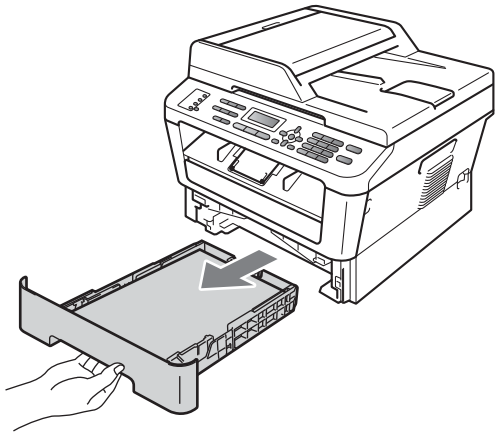
3. Press **Stop/Exit**.

Paper Jams

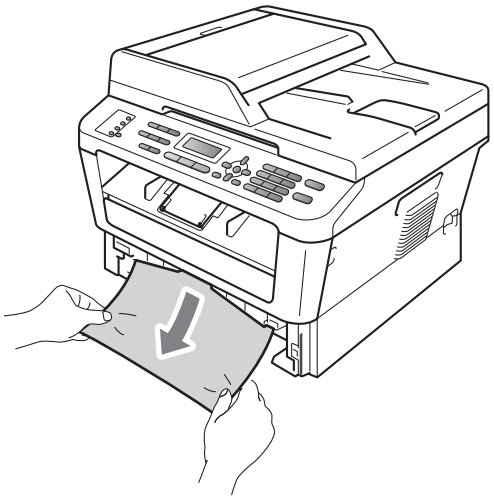
Paper is jammed in the standard paper tray

If the LCD shows `Jam Tray`, follow these steps:

1. Pull the paper tray completely out of the machine.



2. Use both hands to slowly pull out the jammed paper.



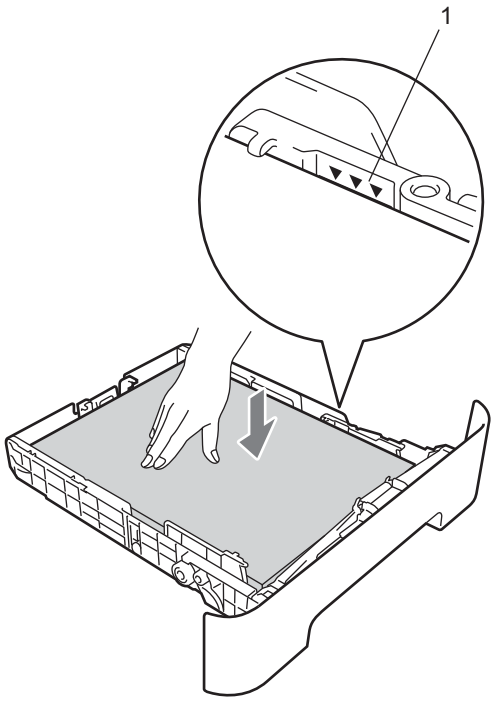
IMPORTANT

If the paper cannot easily be removed in this direction, stop and follow the instructions for *Paper is jammed inside the machine* on page 87.

Note

Pulling out the jammed paper downwards allows you to remove the paper more easily.

3. Make sure the paper is below the maximum paper mark (▼▼▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* on page 10.)

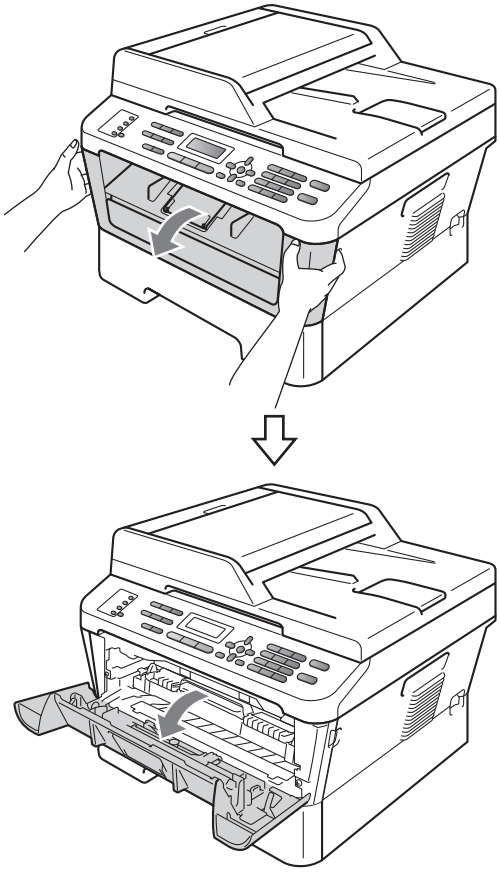


4. Put the paper tray firmly back in the machine.

Paper is jammed at the back of the machine

If the LCD shows `Jam Rear`, a paper jam occurred behind the back cover. Follow these steps:

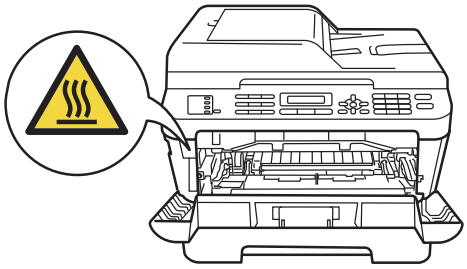
1. Open the front cover. Leave the machine turned on for 10 minutes to cool down.

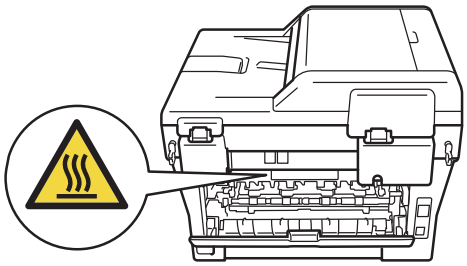


⚠ CAUTION

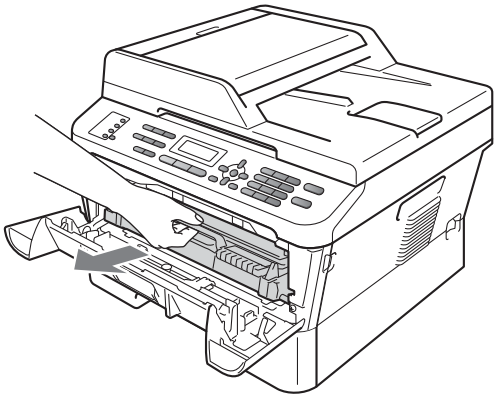
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may get burned.





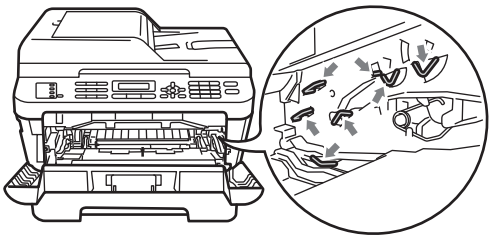
2. Slowly take out the drum unit and toner cartridge assembly.



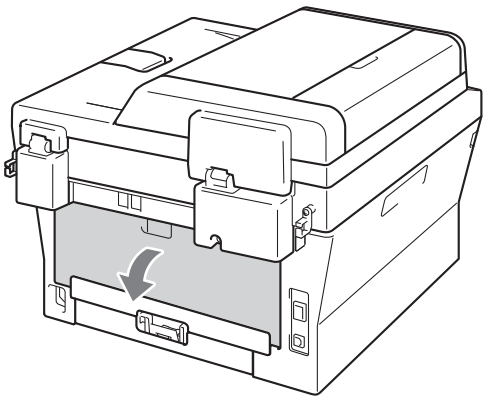
B

IMPORTANT

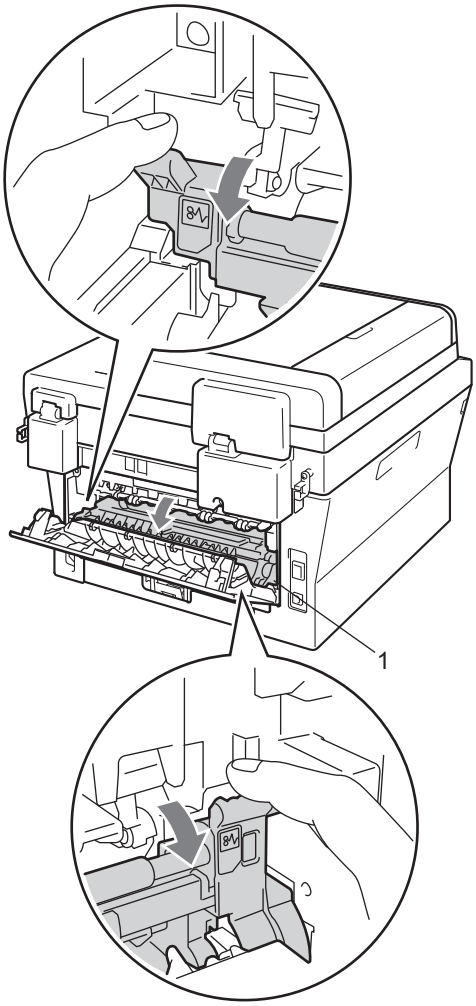
- We recommend that you place the drum unit and the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.



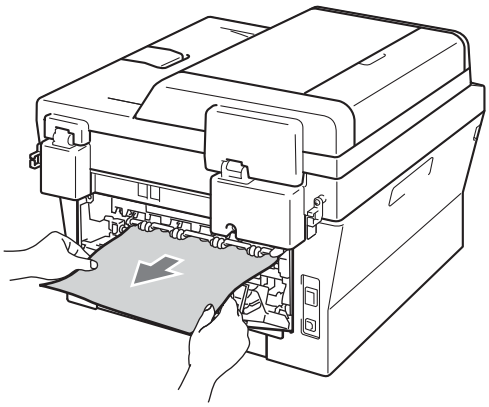
3 Open the back cover (face-up output tray).



4 Pull down the tabs at the left and right hand sides to open the fuser cover (1).

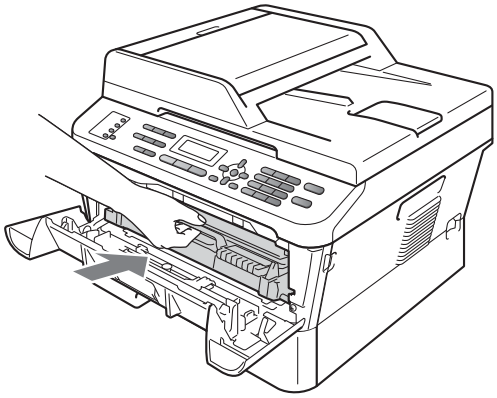


5 Using both hands, gently pull the jammed paper out of the fuser unit.



6 Close the fuser cover and the back cover (face-up output tray).

7 Put the drum unit and toner cartridge assembly back into the machine.

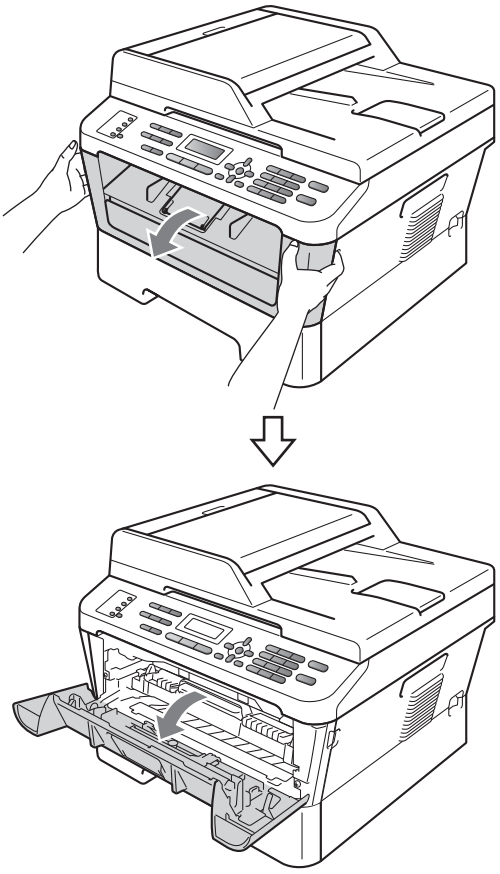


8 Close the front cover. If the machine does not start printing automatically, press **Start**.

Paper is jammed inside the machine

If the LCD shows `Jam Inside`, follow these steps:

1 Open the front cover. Leave the machine turned on for 10 minutes to cool down.

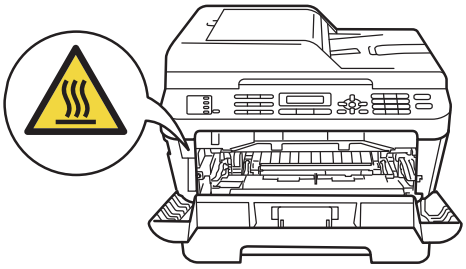


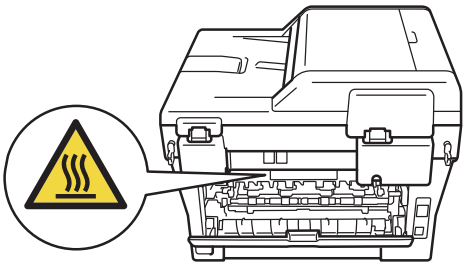
B

⚠ CAUTION

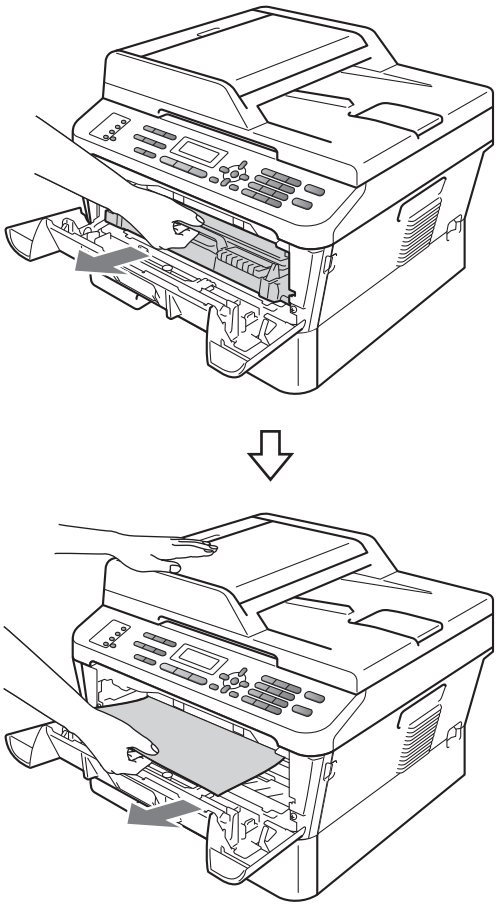
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may get burned.



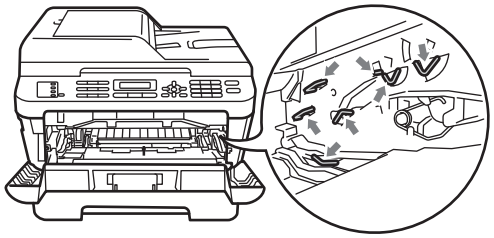


2 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out inside of the machine.

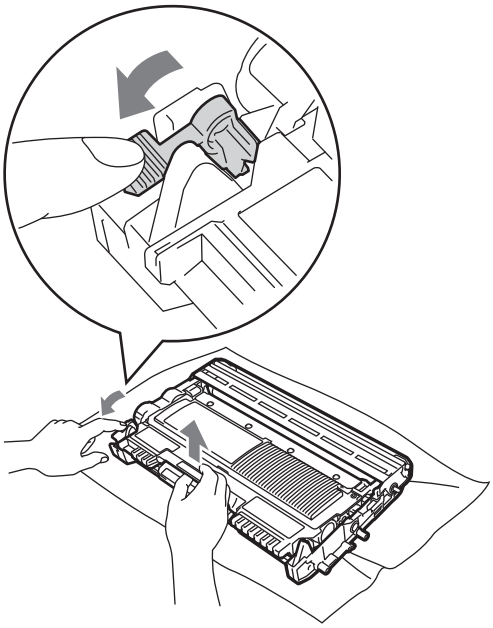


IMPORTANT

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

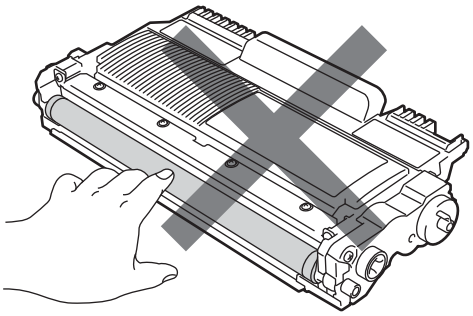


3 Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

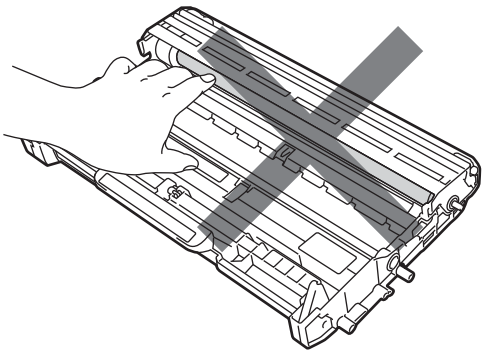


IMPORTANT

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

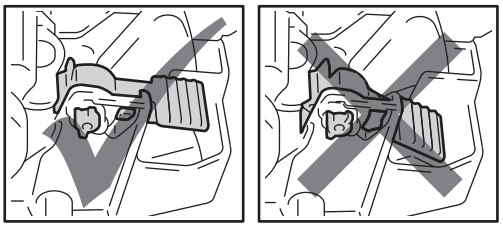


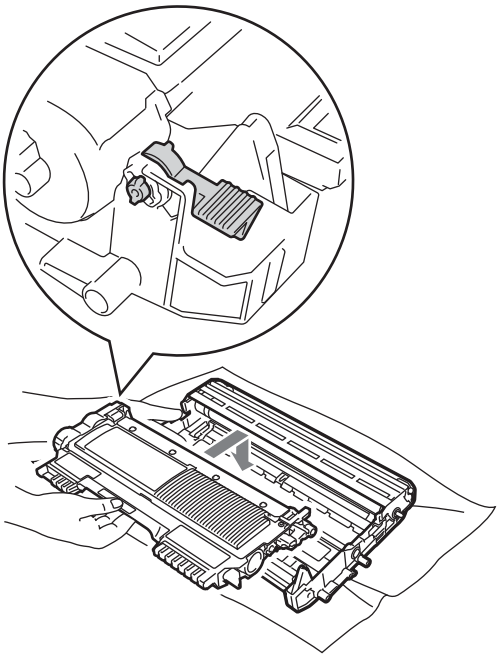
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



B

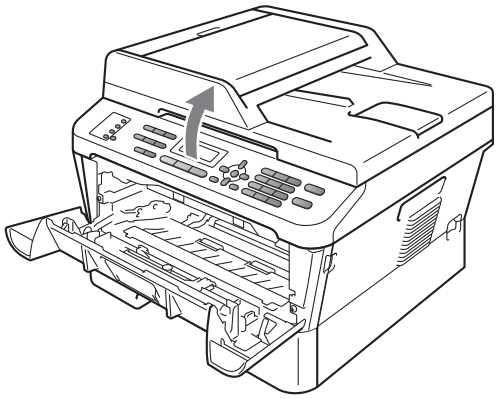
4 Put the toner cartridge back into the drum unit until it locks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



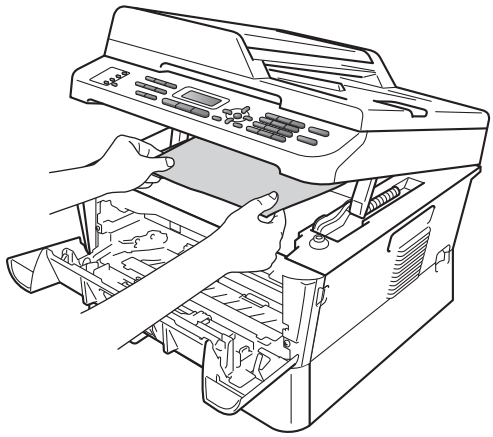


5 Do one of the following:

- If you were able to remove the drum unit and toner cartridge assembly and the jammed paper, then go to step ⓾.
- If you cannot remove the drum unit and toner cartridge assembly easily, do not use extra force. Instead, lift the scanner cover.

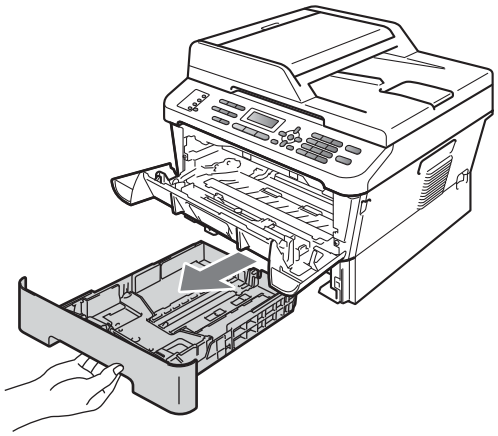


Use both hands to carefully pull the jammed paper up and out of the output tray opening.

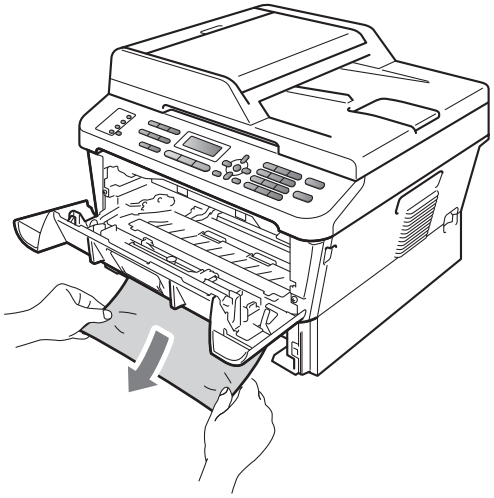


6 Close the scanner cover.

7 If you could not pull the jammed paper out of the inside of the machine as shown in the step ❺, take the paper tray completely out of the machine.

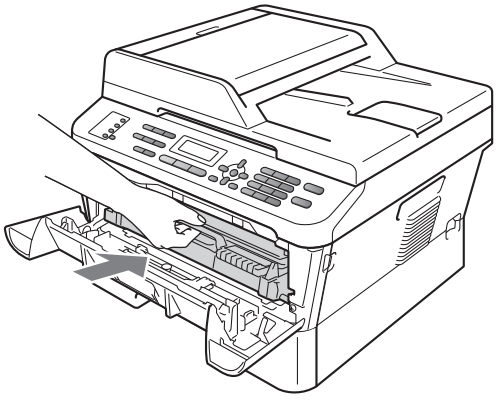


8 Pull the jammed paper out of the paper tray opening.



9 Put the paper tray back in the machine.

10 Put the drum unit and toner cartridge assembly back in the machine.



11 Close the front cover of the machine. If the machine does not start printing automatically, press **Start**.

Note

If you turn off the machine while the LCD shows `Jam Inside`, the machine will print incomplete data from your computer.

B

Paper is jammed in the Duplex Tray (MFC-7460DN, MFC-7470D and MFC-7860DW)

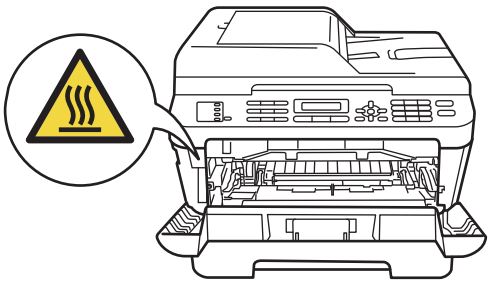
If the LCD shows `Jam Duplex`, follow these steps:

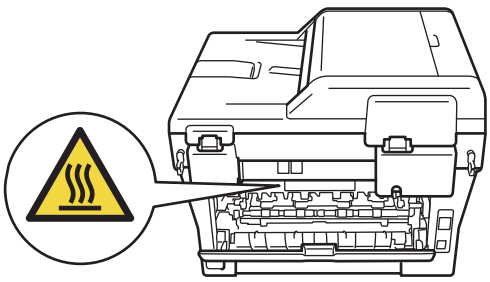
1. Leave the machine turned on for 10 minutes to cool down.

⚠ CAUTION

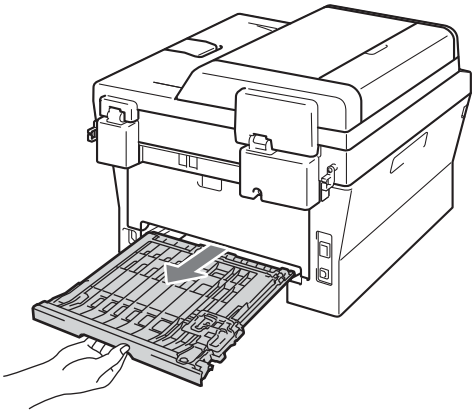
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may get burned.

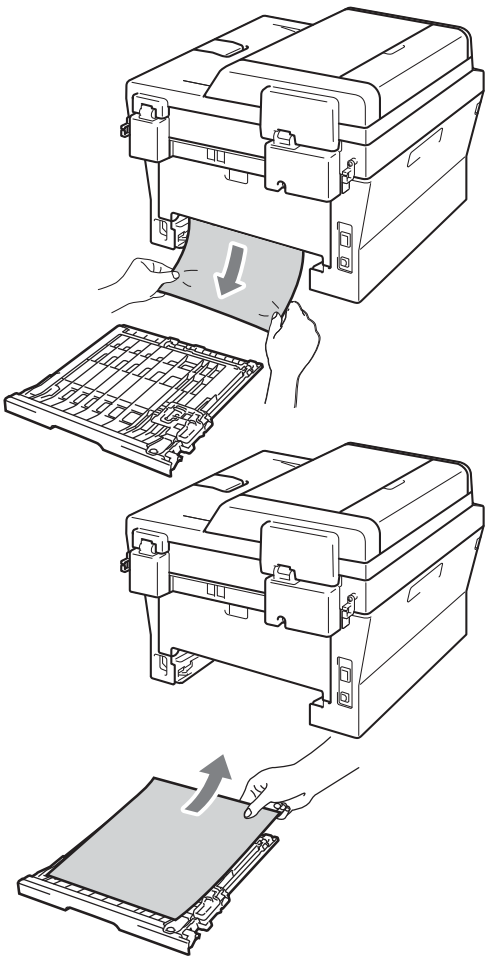




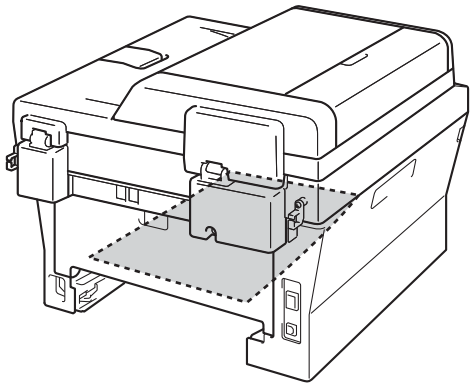
2. Pull the duplex tray completely out of the machine.



3. Pull the jammed paper out of the machine or the duplex tray.



4 Make sure that no paper remains under the machine.



5 Put the duplex tray back in the machine.

If you are having difficulty with your machine

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com/.

If you think there is a problem with the way your faxes look, make a copy first. If the copy looks good, the problem may not be your machine. Check the chart below and follow the troubleshooting tips.

Printing or printing received faxes

Difficulties	Suggestions
■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines	Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See *Improving the print quality* on page 104.
Vertical black lines when receiving	The corona wire for printing may be dirty. Clean the corona wire on the drum unit. (See *Cleaning the corona wire* on page 67.)
	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
	If the problem continues, call your dealer for service.
Received faxes appear as split or blank pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See *Paper Size* on page 17.)
	Turn on Auto Reduction. (See *Printing a reduced incoming fax* in *Chapter 4* of the *Advanced User's Guide*.)

Telephone line or connections

Difficulties	Suggestions
Dialling does not work.	Check for a dial tone.
	Change `Tone/Pulse` setting. (See the *Quick Setup Guide*.)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	Send a fax manually and wait to hear the fax receiving tones before pressing **Start**.
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See *Receive Mode settings* on page 29.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See *Receive Mode settings* on page 29.) If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select `Fax Only` mode. If your Brother machine shares a line with an external answering machine, you should select the `External TAD` mode. In `External TAD` mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine. If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the `Fax/Tel` mode. In `Fax/Tel` mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls. If you do not want your Brother machine to automatically answer any incoming faxes, you should select the `Manual` mode. In `Manual` mode, you must answer every incoming call and activate the machine to receive faxes.
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting: ■ If the answer mode is set to `Fax Only` or `Fax/Tel`, reduce the ring delay to 1 ring. (See *Ring Delay* on page 29.) ■ If the answer mode is set to `External TAD`, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to `Manual`, DO NOT adjust the ring delay setting. Have someone send you a test fax: ■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

Receiving Faxes (continued)

Difficulties	Suggestions
Cannot receive a fax. (continued)	If you are using a telephone answering machine (`External TAD` mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See *Connecting an external TAD* on page 32.) 1 Connect the external TAD as shown in the illustration on page 33. 2 Set your answering machine to answer in one or two rings. 3 Record the outgoing message on your answering machine. ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: “After the beep, leave a message or press ∗**51** and Start to send a fax.” 4 Set your answering machine to answer calls. 5 Set your Brother machine’s Receive Mode to `External TAD`. (See *Receive Mode settings* on page 29.)
	Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Fax Detect* on page 30.)
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference* on page 103.)
	(For MFC-7860DW) Contact your administrator to check your Secure Function Lock Settings.

Sending faxes

Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine’s scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner glass* on page 66.)
Transmission Verification Report says `RESULT:ERROR`.	There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get `RESULT:ERROR` on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see *Changing Remote Fax Options* in *Chapter 4* of the *Advanced User's Guide*), print fax messages in memory (see *Printing a fax from the memory* in *Chapter 4* of the *Advanced User's Guide*) or cancel a delayed fax or polling job (see *Checking and cancelling waiting jobs* in *Chapter 3* of the *Advanced User's Guide*). If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference* on page 103.)
Sent faxes are blank.	Make sure you are loading the document properly. (See *Loading documents* on page 22.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See *Cleaning the scanner glass* on page 66.)
Cannot send a fax.	(For MFC-7860DW) Contact your administrator to check your Secure Function Lock Settings.

Handling incoming calls

Difficulties	Suggestions
The machine 'hears' a voice as a CNG tone.	If Fax Detect is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Fax Detect to Off. (See *Fax Detect* on page 30.)
Sending a fax call to the machine.	If you answered on an external or extension telephone, press your Remote Activation code (default setting is ✳51). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. **For Example:** If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.

Menu access difficulties

Difficulties	Suggestions
The machine beeps when you try to access the Setup Receive and Setup Send menus.	If **FAX** is not illuminated, press it to turn on Fax mode. The Setup Receive settings (**Menu**, **2**, **1**) and Setup Send settings (**Menu**, **2**, **2**) are available only when the machine is in Fax mode.

Copy difficulties

Difficulties	Suggestions
Cannot make a copy.	■ Make sure that **COPY** is illuminated. (See *How to copy* on page 47.) ■ (For MFC-7860DW) Contact your administrator to check your Secure Function Lock Settings.
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See *Cleaning the scanner glass* on page 66 and *Cleaning the corona wire* on page 67.)
Copies are blank.	Make sure you are loading the document properly. (See *Using the automatic document feeder (ADF)* on page 22 or *Using the scanner glass* on page 23.)

Printing difficulties

Difficulties	Suggestions
No printout.	■ Check that the machine is plugged in and the power switch is turned on. ■ Check that the toner cartridge and drum unit are installed correctly. (See *Replacing the drum unit* on page 61.) ■ Check the interface cable connection on both the machine and your computer. (See the *Quick Setup Guide*.) ■ Check that the correct printer driver has been installed and chosen. ■ Check to see if the LCD is showing an error message. (See *Error and maintenance messages* on page 76.) ■ Check the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the **Start** button and **Devices and Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows Vista®) Click the **Start** button, **Control Panel**, **Hardware and Sound**, and then **Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows® XP and Windows Server® 2003/2008) Click the **Start** button and choose **Printers and Faxes**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows® 2000) Click the **Start** button and choose **Settings** and then **Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. ■ (For MFC-7860DW) Contact your administrator to check your Secure Function Lock settings.
The machine prints unexpectedly or it prints garbage.	■ Press **Job Cancel** to cancel print jobs. ■ Check the settings in your application to make sure it is set up to work with your machine. ■ Pull out the paper tray and wait until the machine stops printing. Then turn off the machine's power switch and disconnect from the power for several minutes. (For MFC-7360 / MFC-7360N / MFC-7460DN) The faxes stored in the machine memory will be deleted. See *Transferring your faxes or Fax Journal report* on page 81 before disconnecting the machine so you will not lose any important messages.
The machine prints the first couple of pages correctly, then some pages have text missing.	■ Check the settings in your application to make sure that it is set up to work with your machine. ■ Your computer is not recognising the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See the *Quick Setup Guide*.)
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See *Unscannable and unprintable areas* on page 16.)
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose A4 [60 to 105 g/m^2].

Printing difficulties (continued)

Difficulties	Suggestions
The machine is not printing or has stopped printing.	Press **Job Cancel**. As the machine cancels the job and clears it from the memory it may produce an incomplete printout.

Scanning difficulties

Difficulties	Suggestions
TWAIN errors appear while scanning.	Make sure that the Brother TWAIN driver is chosen as the primary source. In PaperPort™ 12SE, click **File**, **Scan or Get Photo** and choose the Brother TWAIN driver.
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 5 for further instructions.
Network scanning does not work.	See *Network difficulties (Network models only)* on page 100.
Cannot scan.	(For MFC-7860DW) Contact your administrator to check your Secure Function Lock Settings.

Software difficulties

Difficulties	Suggestions
Cannot install software or print.	**(Windows® only)** Run the **Repair MFL-Pro Suite** program on the installation CD-ROM. This program will repair and reinstall the software.
Cannot perform ‘2 in 1’ or ‘4 in 1’ printing.	Check that the paper size setting in the application and in the printer driver are the same.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See *Basic tab* in the *Software User’s Guide*.)

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper. The LCD shows `No Paper` or a Paper Jam message.	■ If there is no paper, load a new stack of paper into the paper tray. ■ If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray. ■ Reduce the amount of paper in the paper tray, and then try again. ■ Make sure that manual feed mode is not chosen in the printer driver. ■ Clean the paper pick-up roller. See *Routine maintenance* on page 55. ■ If the LCD shows the Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 76.
How do I print on envelopes?	You can load envelopes from the manual feed slot. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application.

Paper handling difficulties (continued)

Difficulties	Suggestions
What paper can I use?	You can use thin paper, plain paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see *Acceptable paper and other print media* on page 17.) You can load envelopes from the manual feed slot.
There is a paper jam.	Clear the jammed paper. (See *Paper Jams* on page 84.)

Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray. ■ Make sure that you choose the Paper Type that suits the print media type you are using. (See *Acceptable paper and other print media* on page 17.)
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See *Acceptable paper and other print media* on page 17 and *Basic tab* in the *Software User's Guide*.)
Printouts are too light.	■ If this problem occurs when making copies or printing received faxes, set Toner Save mode to Off in the machine menu settings. (See *Toner Save* in *Chapter 1* of the *Advanced User's Guide*.) ■ Set Toner Save mode to Off in the **Advanced** tab in the printer driver. (See *Advanced tab* in the *Software User's Guide*.)

Network difficulties (Network models only)

Difficulties	Suggestions
Cannot print over a wired network.	If you are having network problems see the *Network User's Guide* for more information. Make sure your machine is powered on and is on-line and in Ready mode. Print the Network Configuration list to see your current network settings. (See *Reports* in *Chapter 6* of the *Advanced User's Guide*.) Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. You can check the current wired network status from the Network control panel menu.

Network difficulties (Network models only) (continued)

Difficulties	Suggestions
The network scanning feature does not work.	**(Windows®)** It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: ■ In Name: Enter any description, for example Brother NetScan. ■ In Port number: Enter 54925. ■ In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/. **(Macintosh)** ■ The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. If you are using a third-party personal Firewall software, see the User's Guide for your software or contact the software manufacturer. ■ Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**Device Selector** or from the model list in **ControlCenter2**.
The network PC-Fax Receive feature does not work.	**(Windows® only)** It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below: ■ In Name: Enter any description, for example Brother PC-FAX Rx. ■ In Port number: Enter 54926. ■ In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.
Your computer cannot find your machine.	**(Windows®)** The firewall setting on your PC may be rejecting the necessary network connection. (For details, see the instructions above.) **(Macintosh)** ■ The computer may be unable to detect the machine due to the firewall settings. Change or disable the firewall settings. If you are using a third-party personal Firewall software, see the User's Guide for your software or contact the software manufacturer. ■ Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**Device Selector** or from the model list in **ControlCenter2**.
Cannot connect to wireless network. (MFC-7860DW)	Investigate the problem using the `WLAN Report`. Press **Menu**, **5**, **8**. and then press **Start**. For more details, see the *Quick Setup Guide*.

Other

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on. If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.

Setting Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to `Detection` you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default `No Detection` setting.

1. Press **Menu**, **0**, **5**.
2. Press ▲ or ▼ to choose `Detection` or `No Detection`.
   Press **OK**.
3. Press **Stop/Exit**.

Telephone line interference

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

1. Press **Menu**, **2**, **0**, **1**.
2. Press ▲ or ▼ to choose `Basic(for VoIP)`, `Normal` or `High` (MFC-7470D, MFC-7860DW).
   - `Basic(for VoIP)` cuts the modem speed to 9600 bps and turns the error correction mode (ECM) off.

     For a standard telephone line: If you regularly experience interference on your standard telephone line try this setting.

     If you are using VoIP: VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors try this setting.
   - `Normal` sets the modem speed at 14400 bps.
   - `High` sets the modem speed at 33600 bps (MFC-7470D, MFC-7860DW).

   Press **OK**.
3. Press **Stop/Exit**.

Note

When you change the Compatibility to `Basic(for VoIP)`, the ECM feature is only available for fax sending.

Improving the print quality

If you have a print quality problem, print a test page first (**Menu**, **4**, **2**, **3**). If the printout looks good, the problem is probably not the machine. Check the interface cable connections or try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

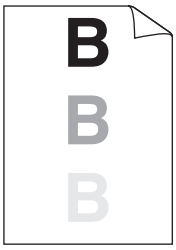
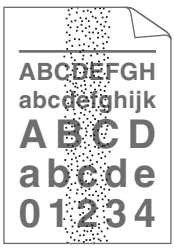
Note

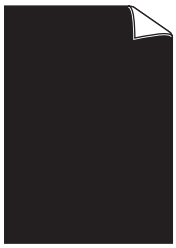
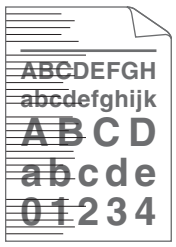
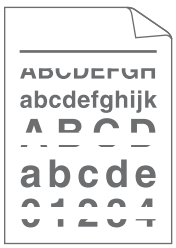
Brother does not recommend the use of cartridges other than genuine Brother Original cartridges or the refilling of used cartridges with toner from other sources.

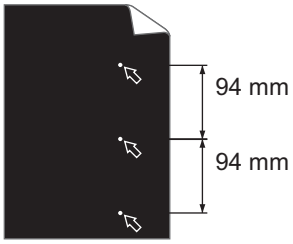
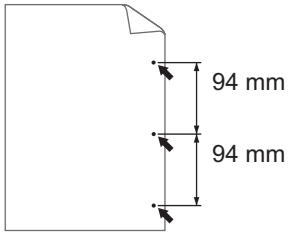
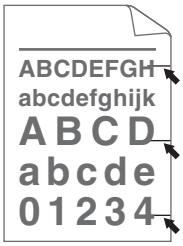
1. To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 17.)

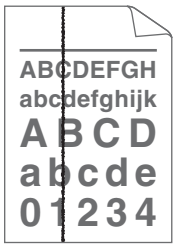
2. Check that the drum unit and toner cartridge are installed properly.

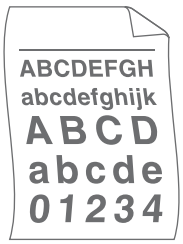
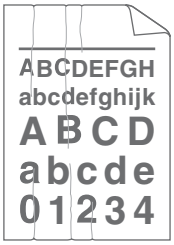
Examples of poor print quality	Recommendation
 **Faint**	■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge. ■ Check if the Toner Settings of `Replace Toner` is `Continue` (Continue mode) by pressing **Menu**, **1**, **8**. (See *Toner settings* in *Chapter 1* of the *Advanced User's Guide*.) ■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. (See the *Safety and Legal booklet*.) ■ If the whole page is too light, Toner Save mode may be on. Turn off `Toner Save` mode in the machine menu settings or **Toner Save** mode in the printer **Properties** of the driver. (See *Toner save* in *Chapter 1* of the *Advanced User's Guide* or *Advanced tab* in the *Software User's Guide*.) ■ Clean the corona wire of the drum unit. (See *Cleaning the corona wire* on page 67.) ■ Put in a new toner cartridge. (See *Replacing the toner cartridge* on page 56.) ■ Put in a new drum unit. (See *Replacing the drum unit* on page 61.)

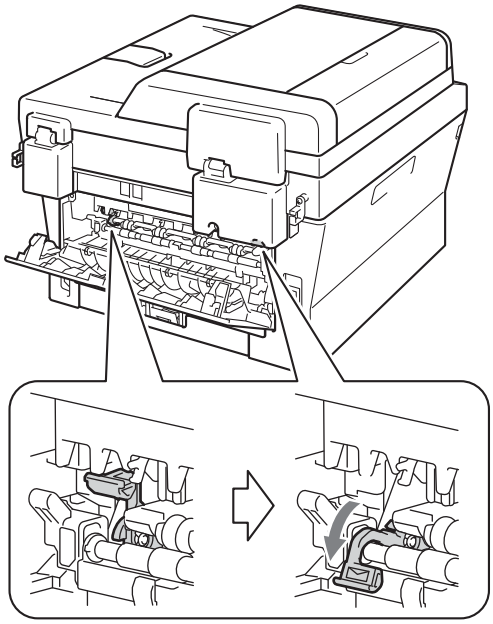
Examples of poor print quality	Recommendation
 **Grey background**	■ Make sure that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 17.) ■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. (See the *Safety and Legal booklet*.) ■ Put in a new toner cartridge. (See *Replacing the toner cartridge* on page 56.) ■ Put in a new drum unit. (See *Replacing the drum unit* on page 61.)
 **Ghost**	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick print media may cause this problem. (See *Acceptable paper and other print media* on page 17.) ■ Make sure that you choose the proper media type in the printer driver or in the machine's Paper Type menu setting. (See *Acceptable paper and other print media* on page 17 and *Basic tab* in the *Software User's Guide*.) ■ Choose **Reduce Ghosting** mode in the printer driver. (See *Ghost Reduction Setting* in the *Software User's Guide*.) ■ Put in a new toner cartridge. (See *Replacing the toner cartridge* on page 56.) ■ Put in a new drum unit. (See *Replacing the drum unit* on page 61.) ■ The fuser unit may be contaminated. Call your Brother dealer.
 **Toner specks**	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See *Acceptable paper and other print media* on page 17.) ■ Clean the corona wire and the drum unit. (See *Cleaning the corona wire* on page 67 and *Cleaning the drum unit* on page 69.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.) ■ The fuser unit may be contaminated. Call your Brother dealer.
 **Hollow print**	■ Make sure that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 17.) ■ Choose **Thick Paper** mode in the printer driver, choose `Thick` in the machine's Paper Type menu setting or use thinner paper than you are currently using. (See *Paper Type* on page 17 and *Basic tab* in the *Software User's Guide*.) ■ Check the machine's environment. Conditions such as high humidity can cause hollow print. (See the *Safety and Legal booklet*.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.)

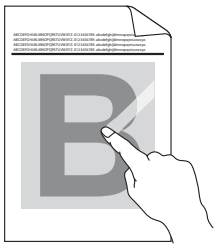
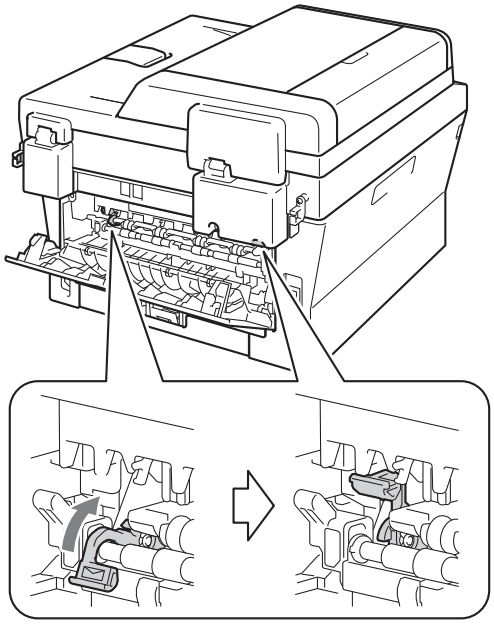
Examples of poor print quality	Recommendation
 **All black**	■ Clean the corona wire inside the drum unit by sliding the green tab. Be sure to return the green tab to the home position (▲). (See *Cleaning the corona wire* on page 67.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.) ■ The fuser unit may be contaminated. Call your Brother dealer.
 **White lines across the page**	■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems. ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's Paper Type menu setting. (See *Acceptable paper and other print media* on page 17 and *Basic tab* in the *Software User's Guide*.) ■ The problem may disappear by itself. Print multiple pages to clear this problem, especially if the machine has not been used for a long time. ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.)
 **Lines across the page**	■ Clean the corona wire of the drum unit. (See *Cleaning the corona wire* on page 67.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.)
 **White lines, bands or ribbing across the page**	■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. ■ If the problem is not solved after printing a few pages, put in a new drum unit. (See *Replacing the drum unit* on page 61.)

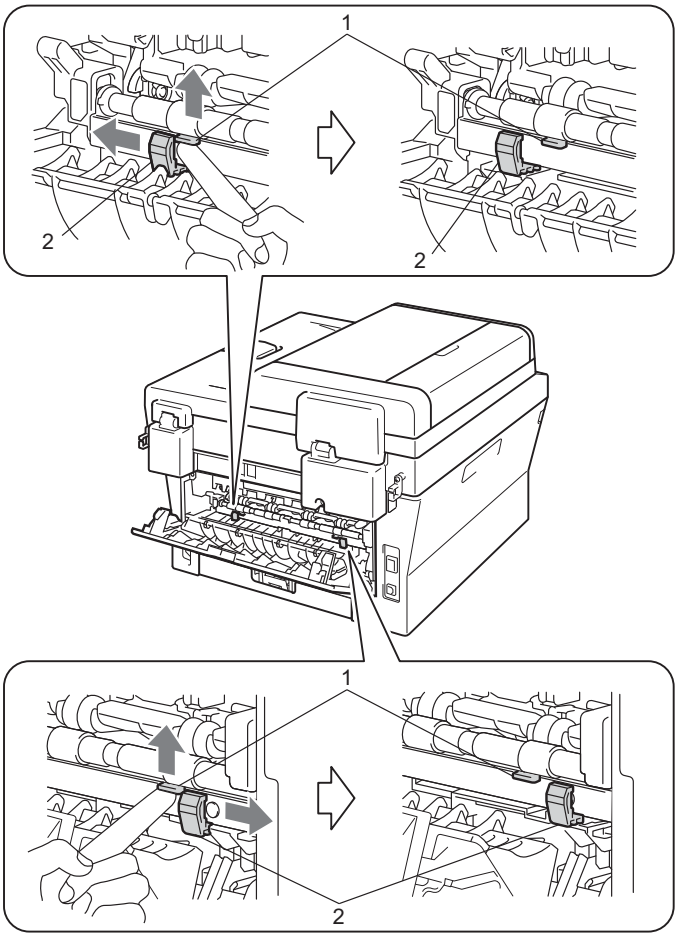
Examples of poor print quality	Recommendation
 White Spots on black text and graphics at 94 mm intervals  Black Spots at 94 mm intervals	■ Make ten copies of a blank, white sheet of paper. (See *How to copy* on page 47.) If the problem is not solved, the drum unit may have glue from a label stuck on the OPC drum surface. Clean the drum unit. (See *Cleaning the drum unit* on page 69.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.)
 **Black toner marks across the page**	■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the OPC drum surface. Clean the drum unit. (See *Cleaning the drum unit* on page 69.) ■ Make sure that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 17.) ■ Do not use paper that has clips or staples because they will scratch the surface of the drum. ■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged. ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See *Replacing the toner cartridge* on page 56.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.)

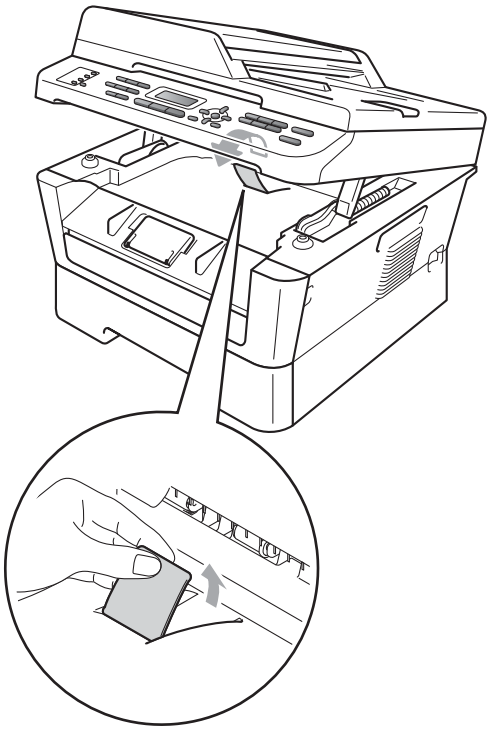
Examples of poor print quality	Recommendation
 **Black lines down the page** Printed pages have toner stains down the page.	■ Clean the corona wire inside the drum unit by sliding the green tab. (See *Cleaning the corona wire* on page 67.) ■ Make sure the green tab of the corona wire is at the home position (▲). ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.) ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See *Replacing the toner cartridge* on page 56.) ■ The fuser unit may be contaminated. Call your Brother dealer.
 **White lines down the page**	■ The toner cartridge may be damaged. Put in a new toner cartridge. (See *Replacing the toner cartridge* on page 56.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* on page 61.) ■ Check if the Toner Settings of `Replace Toner` is `Continue` (Continue mode), by pressing **Menu**, **1**, **8**. (See *Toner settings* in *Chapter 1* of the *Advanced User's Guide*.) ■ Make sure that a torn piece of paper is not stuck inside the machine blocking the scanner.
 **Page skewed**	■ Make sure that the paper or other print media is loaded properly in the paper tray and that the guides are not too tight or too loose against the paper stack. ■ Set the paper guides correctly. (See *Loading paper* on page 10.) ■ If you are using the manual feed slot, see *Loading paper in the manual feed slot* on page 12. ■ The paper tray may be too full. (See *Loading paper* on page 10.) ■ Check the paper type and quality. (See *Acceptable paper and other print media* on page 17.) ■ Check for loose objects such as torn paper inside the machine. ■ Verify that the two green envelope levers inside the back cover are set to the same position. ■ Verify that the two grey Anti-Curl Levers inside the back cover are set to the same position. ■ If the problem only occurs during duplex printing, check for torn paper in the duplex tray, verify that the duplex tray is inserted completely and verify that the back cover is closed completely.

Examples of poor print quality	Recommendation
 **Curled or wavy**	■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. (See *Acceptable paper and other print media* on page 17.) ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Open the back cover (face-up output tray) for the machine to eject printed pages onto the face-up output tray. ■ Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. (See *Other Print Options* (for Windows®) or *Print Settings* (For Macintosh) in the *Software User's Guide*.)
 **Wrinkles or creases**	■ Make sure that the paper is loaded properly. (See *Loading paper* on page 10.) ■ Check the paper type and quality. (See *Acceptable paper and other print media* on page 17.) ■ Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.

Examples of poor print quality	Recommendation
 **Envelope creases**	■ Make sure that the two green envelope levers inside the back cover are pulled down when you print the envelope.  **Note** When you have finished printing, open the back cover and reset the two green levers back to their original position.

Examples of poor print quality	Recommendation
 **Poor fixing**	■ Open the back cover and make sure that the two green envelope levers on the left and right hand sides are in the up position.  ■ Choose **Improve Toner Fixing** mode in the printer driver. (See *Other Print Options* (for Windows®) or *Print Settings* (For Macintosh) in the *Software User's Guide*.) If this selection does not provide enough improvement, select **Thicker Paper** in **Media Type** settings.

Examples of poor print quality	Recommendation
 **Curled**	■ Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. (See *Other Print Options* (for Windows®) or *Print Settings* (For Macintosh) in the *Software User's Guide*.) ■ Turn the paper over in the paper tray, and print again. (Excluding letterhead paper) If the problems remains, switch the Anti-Curl Levers as follows: 1 Open the back cover. 2 Lift the lever (1) and slide the two grey levers (2) in the direction of the arrow. 

Examples of poor print quality	Recommendation
 **Curled**	■ Lift up the output tray support flap. 

Machine Information

Checking the Serial Number

You can see the machine's Serial Number on the LCD.

1. For MFC-7360, press **Menu**, **5**, **1**.
   For MFC-7360N / MFC-7460DN / MFC-7470D, press **Menu**, **6**, **1**.
   For MFC-7860DW, press **Menu**, **7**, **1**.
2. The machine will display the machine's Serial Number on the LCD.
3. Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 (Network models only) `Network`

You can reset the internal print server back to its default factory settings such as the password and IP address information.

2 `Address & Fax`

Address & Fax resets the following settings:

- Address Book

  (One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory

  (Polled TX, Delayed Fax)
- Station ID

  (name and number)
- Coverpage Msg

  (comments)
- Remote Fax Options

  (Remote Access Code, Fax Storage, Fax Forwarding and PC-Fax)
- Report settings

  (Transmission Verification Report/ Tel Index List/Fax Journal)
- Setting Lock password

3 `All Settings`

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you perform this operation when you dispose of the machine.

Note

Unplug the interface cable before you choose `Network` or `All Settings`.

How to reset the machine

1. Press **Menu**, **0**.
2. Press ▲ or ▼ to display `Reset`.
   Press **OK**.
3. Press ▲ or ▼ to choose the reset function you want to use.
   Press **OK**.
4. Do one of the following:
   - To reset the settings, press **1** and go to step ❺.
   - To exit without making changes, press **2** and go to step ❻.
5. You will be asked to reboot the machine. Do one of the following:
   - To reboot the machine press **1**. The machine will begin the reset.
   - To exit without rebooting the machine, press **2**. Go to step ❻.
6. Press **Stop/Exit**.

Note

You can also reset the Network settings (Network models only).

- For MFC-7360N and MFC-7460DN, press **Menu**, **5**, **0**.
- For MFC-7860DW, press **Menu**, **6**, **0**.

C Menu and features

On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

Menu table

You can program your machine by using the *Menu table* on page 117. These pages list the menu selections and options. Press **Menu** followed by the menu numbers to program your machine. For example, to set `Beeper` volume to `Low`:

1. Press **Menu**, **1**, **3**, **2**.
2. Press ▲ or ▼ to choose `Low`.
3. Press **OK**.
4. Press **Stop/Exit**.

How to access the menu mode

1. Press **Menu**.
2. Choose an option.
   - Press **1** for General Setup menu.
   - Press **2** for Fax menu.
   - Press **3** for Copy menu.

   (MFC-7860DW)
   - Press **4** for Printer menu.
   - Press **5** for Print Reports menu.
   - Press **6** for Network menu.
   - Press **7** for Machine Info. menu.

   (MFC-7470D)
   - Press **4** for Printer menu.
   - Press **5** for Print Reports menu.
   - Press **6** for Machine Info. menu.

   (MFC-7360N and MFC-7460DN)
   - Press **4** for Print Reports menu.
   - Press **5** for Network menu.
   - Press **6** for Machine Info. menu.

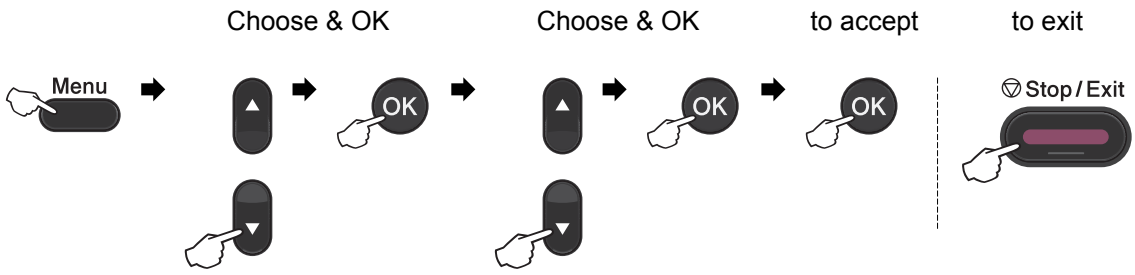
   (MFC-7360)
   - Press **4** for Print Reports menu.
   - Press **5** for Machine Info. menu.
   - Press **9** for Service menu. [1]
   - Press **0** for Initial Setup menu.

   [1] This will appear only when the LCD shows an error message.

   You can also scroll through each menu level by pressing ▲ or ▼ for the direction you want.
3. Press **OK** when the option you want appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to your next menu selection.
5. Press **OK**.
   When you have finished setting an option, the LCD will show `Accepted`.
6. Press **Stop/Exit** to exit Menu mode.

Menu table

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	**1.Mode Timer**	—	—	0 Sec 30 Secs 1 Min **2 Mins*** 5 Mins Off	Sets the time to return to Fax mode and the time the machine will change from individual user to Public user mode when using Secure Function Lock.	See [1].
	2.Paper	**1.Paper Type**	—	Thin **Plain*** Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	17
		2.Paper Size	—	**A4*** Letter Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the size of the paper in the paper tray.	17

1 See *Advanced User's Guide*.

2 See *Software User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	3.Volume	1.Ring	—	Off Low **Med*** High	Adjusts the ring volume.	9
		2.Beeper	—	Off Low **Med*** High	Adjusts the volume level of the beeper.	9
		3.Speaker	—	Off Low **Med*** High	Adjusts the speaker volume.	9
	4.Ecology	1.Toner Save	—	On **Off***	Increases the page yield of the toner cartridge.	See [1].
		2.Sleep Time	—	Range varies depending on models. **003Min***	Conserves power.	
	5.LCD Contrast	—	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast of the LCD.	
	6.Security	1.TX Lock (MFC-7360 / MFC-7360N / MFC-7460DN)	—	—	Prohibits most operations except receiving faxes.	
		1.Mem Security (MFC-7470D)	—	—	Stops unauthorized users from most operations except receiving faxes into the memory.	
		1.Function Lock (MFC-7860DW)	—	—	Can restrict selected machine operation for up to 25 individual users and all other non-authorized Public users.	
		2.Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	

[1] See *Advanced User's Guide*.

[2] See *Software User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	**7.Glass ScanSize** (MFC-7360 / MFC-7360N / MFC-7470D)	—	—	**A4*** Letter	Adjusts the scan area of the scanner glass to the size of the document.	26
	7.Document Scan (MFC-7460DN / MFC-7860DW)	**1.Glass ScanSize**	—	**A4*** Letter	Adjusts the scan area of the scanner glass to the size of the document.	26
		2.File Size	**1.Color**	Small **Middle*** Large	You can set your own default settings of the data compression rate.	See [2].
			2.Gray	Small **Middle*** Large		
	8.Replace Toner	—	—	Continue **Stop***	The machine will stop printing until you replace the toner cartridge.	See [1].

[1] See *Advanced User's Guide*.

[2] See *Software User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax	**1.Setup Receive** (In Fax mode only)	**1.Ring Delay**	(02 - 08) **02***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	29
		2.F/T Ring Time	20 Secs **30 Secs*** 40 Secs 70 Secs	Sets the fast/double-ring time in Fax/Tel mode.	29
		3.Fax Detect	**On*** Semi (MFC-7470D only) Off	Receives fax messages without pressing **Start**.	30

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**1.Setup Receive** (In Fax mode only) (Continued)	**4.Remote Codes**	On (✳51, #51) **Off***	Allows you to answer all calls at extension telephones and use codes to turn the machine on or off. You can personalize these codes.	35
		5.Auto Reduction	**On*** Off	Cuts the size of incoming faxes.	See [1].
		6.Memory Receive (MFC-7360 / MFC-7360N / MFC-7460DN)	**On*** Off	Automatically stores any incoming faxes in its memory if it runs out of paper.	
		6.Print Density (MFC-7470D / MFC-7860DW) **7.Print Density** (MFC-7360 / MFC-7360N / MFC-7460DN)	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Makes printouts darker or lighter.	
		7.Polling RX (MFC-7470D / MFC-7860DW) **8.Polling RX** (MFC-7360 / MFC-7360N / MFC-7460DN)	**Standard*** Secure Timer	Sets up your machine to poll another fax machine.	
		8.Fax Rx Stamp (MFC-7470D / MFC-7860DW) **9.Fax Rx Stamp** (MFC-7360 / MFC-7360N / MFC-7460DN)	On **Off***	Prints the received time and date on the top of the received faxes.	
		9.Duplex (MFC-7470D / MFC-7860DW) **0.Duplex** (MFC-7460DN)	On **Off***	Prints receive faxes on both sides of the paper.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**2.Setup Send** (In Fax mode only)	**1.Contrast**	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	See [1].
		2.Fax Resolution	**Standard*** Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	
		3.Delayed Fax	Set Time=00:00	Sets the time of day in 24 hour format that the delayed faxes will be sent.	
		4.Batch TX	On **Off***	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		5.Real Time TX	Next Fax:On Next Fax:Off On **Off***	Sends a fax without using the memory.	
		6.Polled TX	**Standard*** Secure	Sets up your machine with a document to be retrieved by another fax machine.	
		7.Coverpg Setup	Next Fax:On Next Fax:Off On **Off*** Print Sample	Automatically sends a cover page you have programmed.	
		8.Coverpage Note	—	Sets up your own comments for the fax cover page.	
		9.Overseas Mode	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**3.Address Book**	**1.One Touch Dial**	—	Stores up to 8 One Touch Dial numbers, so you can dial by pressing one key (and **Start**).	40
		2.Speed Dial	—	Stores up to 200 Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	42
		3.Setup Groups	—	Sets up to 8 Group numbers for Broadcasting.	See [1].
	4.Report Setting	**1.XMIT Report**	On On+Image **Off*** Off+Image	Sets initial setup for Transmission Verification Report.	26
		1.Transmission (MFC-7470D)	On On+Image **Off*** Off+Image	Sets initial setup for Transmission Verification Report.	26
		2.Journal Period	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days	Sets the interval for automatic printing of the Fax Journal.	See [1].
	5.Remote Fax Opt	**1.Forward/Store**	**Off*** Fax Forward Fax Storage PC Fax Receive	Sets the machine to forward fax messages, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.	
		(Backup Print)		If you choose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.	
		2.Remote Access	---*	Sets your own code for Remote Retrieval.	
		3.Print Document	—	Prints incoming faxes stored in the memory.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**6.Dial Restrict.**	**1.Dial Pad**	**Off*** Enter # twice On	You can set the machine to restrict dialling when using the dial pad.	See [1].
		2.One Touch Dial	**Off*** Enter # twice On	You can set the machine to restrict the dialling of One Touch numbers.	
		3.Speed Dial	**Off*** Enter # twice On	You can set the machine to restrict the dialling of Speed Dial numbers.	
	7.Remaining Jobs	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.	
	0.Miscellaneous	**1.Compatibility**	**Normal*** Basic(for VoIP) (MFC-7360 / MFC-7360N / MFC-7460DN) **High*** Normal Basic(for VoIP) (MFC-7860DW)	Adjusts the equalization for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic(for VoIP).	103

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
3.Copy	**1.Quality**	—	**Auto*** Text Photo Graph	You can choose the Copy resolution for your type of document.	See [1].
	2.Brightness	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjust the brightness for copies.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Options	Descriptions	Page
3.Copy (Continued)	**3.Contrast**	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast for copies.	See [1].
	[1] See *Advanced User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
4.Printer (MFC-7470D / MFC-7860DW)	**1.Emulation**	—	**Auto*** HP LaserJet BR-Script 3	Chooses the emulation mode.	See [1].
	2.Print Options	**1.Internal Font**	1.HP LaserJet 2.BR-Script 3	Prints a list of the machine's internal fonts.	
		2.Configuration	—	Prints a list of the machine's printer settings.	
		3.Test Print	—	Prints a test page.	
	3.Duplex	—	**Off*** On(Long Edge) On(Short Edge)	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
	4.Reset Printer	—	1.Reset 2.Exit	Restores the printer settings to the original factory default settings.	
	[1] See *Software User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
4.Print Reports (MFC-7360 / MFC-7360N / MFC-7460DN) **5.Print Reports** (MFC-7470D / MFC-7860DW)	**1.XMIT Verify**	**1.View on LCD**	—	Prints a Report for your last transmission.	See [1].
		2.Print Report	—		
	2.Help List	—	—	Prints the Help List so you can see at-a-glance how to quickly program your machine.	
	3.Tel Index List	**1.Numeric**	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
		2.Alphabetic	—		
	4.Fax Journal	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	5.User Settings	—	—	Lists your settings.	
	6.Network Config (MFC-7360N / MFC-7460DN / MFC-7860DW)	—	—	Lists your Network settings.	
	6.Order Form (MFC-7360 / MFC-7470D) **7.Order Form** (MFC-7360N / MFC-7460DN / MFC-7860DW)	—	—	You can print an accessories order form to fill out and send to you Brother dealer.	
	8.WLAN Report (MFC-7860DW)	—	—	Prints the result of wireless LAN connectivity diagnosis.	See [2].

[1] See *Advanced User's Guide*.

[2] See *Quick Setup Guide*.

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions
5.Network (MFC-7360N / MFC-7460DN)	**1.TCP/IP**	**1.Boot Method**	—	**Auto*** Static RARP BOOTP DHCP	Chooses the Boot method that best suits your needs.
		2.IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
		3.Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
		4.Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
		5.Node Name	—	BRNXXXXXXXXXXXX	Enter the Node name.
		6.WINS Config	—	**Auto*** Static	Chooses the WINS configuration mode.
		7.WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.
		8.DNS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
		9.APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
		0.IPv6	—	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
	See *Network User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
5.Network (MFC-7360N / MFC-7460DN) (Continued)	**2.Ethernet**	—	—	**Auto*** 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.
	3.Status	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	Shows the Ethernet link status.
	4.MAC Address	—	—	—	Shows the MAC address of the machine.
	5.Scan To FTP (MFC-7460DN)	—	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	Chooses the file format to send the scanned data via FTP.
	0.Network Reset	—	—	1.Reset 2.Exit	Restore all network settings to factory default.
	See *Network User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
6.Network (MFC-7860DW)	**1.Wired LAN**	**1.TCP/IP**	**1.Boot Method**	**Auto*** Static RARP BOOTP DHCP	Chooses the Boot method that best suits your needs.
			2.IP Address	[000-255].[000-255].[000-255].[000-255]	Enter the IP address.
	See *Network User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
6.Network (MFC-7860DW) (Continued)	**1.Wired LAN** (Continued)	**1.TCP/IP** (Continued)	**3.Subnet Mask**	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			4.Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			5.Node Name	BRNXXXXXXXXXXXX	Enter the Node name.
			6.WINS Config	**Auto*** Static	Chooses the WINS configuration mode.
			7.WINS Server	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.
			8.DNS Server	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			9.APIPA	**On*** Off	Automatically allocates the IP address from the link-local address range.
			0.IPv6	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		2.Ethernet	—	**Auto*** 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.
	See *Network User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
6.Network (MFC-7860DW) (Continued)	**1.Wired LAN** (Continued)	**3.Wired Status**	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	You can see the current wired status.
		4.MAC Address	—	—	Shows the MAC address of the machine.
		5.Set to Default	—	1.Reset 2.Exit	Restore the wired network setting to factory default.
		6.Wired Enable	—	**On*** Off	Enable or Disable the Wired LAN manually.
	2.WLAN	**1.TCP/IP**	**1.Boot Method**	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.
			2.IP Address	[000-255].[000-255].[000-255].[000-255]	Enter the IP address.
			3.Subnet Mask	[000-255].[000-255].[000-255].[000-255]	Enter the Subnet mask.
			4.Gateway	[000-255].[000-255].[000-255].[000-255]	Enter the Gateway address.
			5.Node Name	BRWXXXXXXXXXXX	Enter the Node name.
			6.WINS Config	**Auto*** Static	Chooses the WINS configuration mode.
	See *Network User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions
6.Network (MFC-7860DW) (Continued)	**2.WLAN** (Continued)	**1.TCP/IP** (Continued)	**7.WINS Server**	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.
			8.DNS Server	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			9.APIPA	**On*** Off	Automatically allocates the IP address from the link-local address range.
			0.IPv6	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		2.Setup Wizard	—	—	You can configure your print server.
		3.WPS/AOSS	—	—	You can easily configure your wireless network settings using the one-button push method.
		4.WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
	See *Network User's Guide*.				
	 The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
6.Network (MFC-7860DW) (Continued)	**2.WLAN** (Continued)	**5.WLAN Status**	**1.Status**	Active(11b) Active(11g) Wired LAN Active WLAN OFF AOSS Active Connection Fail	You can see the current wireless network status.
			2.Signal	Strong Medium Weak None	You can see the current wireless network signal strength.
			3.SSID	—	You can see the current SSID.
			4.Comm. Mode	Ad-hoc Infrastructure	You can see the current Communication Mode.
		6.MAC Address	—	—	Shows the MAC address of the machine.
		7.Set to Default	—	1.Reset 2.Exit	Restore the wireless network settings to factory default.
		8.WLAN Enable	—	On **Off***	Enable or disable the wireless LAN manually.
	3.Scan To FTP	—	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	Chooses the file format to send the scanned data via FTP.
	0.Network Reset	—	—	1.Reset 2.Exit	Restores all network settings to factory default.
	See *Network User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

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Level 1	Level 2	Level 3	Options	Descriptions	Page
5.Machine Info. (MFC-7360) **6.Machine Info.** (MFC-7360N / MFC-7460DN / MFC-7470D)	**1.Serial No.**	—	—	You can check the serial number of your machine.	114
7.Machine Info. (MFC-7860DW)	**2.Page Counter**	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See [1].
	3.Drum Life	—	—	You can check the percentage of a Drum life that remains available.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
0.Initial Setup	**1.Receive Mode**	—	**Fax Only*** Fax/Tel External TAD Manual	Chooses the receive mode that best suits your needs.	27
	2.Date&Time	**1.Date&Time**	—	Puts the date and time on the LCD and in headings of faxes you send.	See [2].
		2.Auto Daylight	On **Off***	Changes for Daylight Savings Time automatically.	See [1].
		3.Time Zone (MFC-7460DN / MFC-7860DW)	UTC±XX:XX	You can set the time zone for your country after you download IFAX.	See [2].
	3.Station ID	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	
	4.Tone/Pulse	—	**Tone*** Pulse	Chooses the dialling mode.	

[1] See *Advanced User's Guide*.

[2] See *Quick Setup Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
0.Initial Setup (Continued)	**5.Dial Tone**	—	Detection **No Detection***	You can shorten the dial tone detect pause.	103
	6.Phone Line Set	—	**Normal*** ISDN PBX	Select the phone line type.	31
	7.Reset	**1.Network** (MFC-7360N / MFC-7362N / MFC-7460DN / MFC-7860DW)	1.Reset 2.Exit	Restores all network settings to factory default.	114
		1.Address & Fax (MFC-7360 / MFC-7470D) **2.Address & Fax** (MFC-7360N / MFC-7362N / MFC-7460DN / MFC-7860DW)	1.Reset 2.Exit	Restores all stored phone numbers and fax settings.	
		2.All Settings (MFC-7360 / MFC-7470D) **3.All Settings** (MFC-7360N / MFC-7362N / MFC-7460DN / MFC-7860DW)	1.Reset 2.Exit	Restores all the machine settings to factory default.	

[1] See *Advanced User's Guide*.

[2] See *Quick Setup Guide*.

The factory settings are shown in Bold with an asterisk.

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Entering text

When setting certain menu selections, such as the Station ID, you will need to type text characters. The dial pad keys have letters printed on them. The keys: **0**, **#** and ∗ do *not* have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times	six times	seven times	eight times	nine times
1	@	.	/	1	@	.	/	1	@
2	a	b	c	A	B	C	2	a	b
3	d	e	f	D	E	F	3	d	e
4	g	h	i	G	H	I	4	g	h
5	j	k	l	J	K	L	5	j	k
6	m	n	o	M	N	O	6	m	n
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	t	u
9	w	x	y	z	W	X	Y	Z	9

For menu selections that do not allow lower case character selection, please use this reference table.

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered a letter incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

Repeating letters

To enter a character on the same key as the previous character, press ▶ to move the cursor right before pressing the key again.

Special characters and symbols

Press ✳, **#** or **0**, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to choose it. The symbols and characters below will appear depending on your menu selection.

Press ✳	for	(space) ! " # $ % & ’ ( ) ✳ + , - . / €
Press **#**	for	: ; < = > ? @ [ ] ^ _ \ ~ ‘ | { }
Press **0**	for	Ä Ë Ö Ü À Ç È É 0

D Specifications

General

Note

This chapter provides a summary of the machines' specifications. For additional specifications visit http://www.brother.com/ for details.

Printer Type	Laser	
Print Method	Electrophotography by semiconductor laser beam scanning	
Memory Capacity	32 MB	
	(MFC-7360) 16 MB	
LCD (liquid crystal display)	16 characters × 2 lines	
Power Source	220 - 240 V AC 50/60Hz	
Power Consumption [1]	Peak:	1080 W
	Copying: [2]	Approx. 445 W at 25 °C
	Ready:	Approx. 55 W at 25 °C
	For Wireless models	
	(WLAN: On) Sleep:	Approx. 3.9 W
	(WLAN: Off) Deep Sleep:	Approx. 1.7 W
	For non-Wireless models	
	Deep Sleep:	Approx. 1.5 W

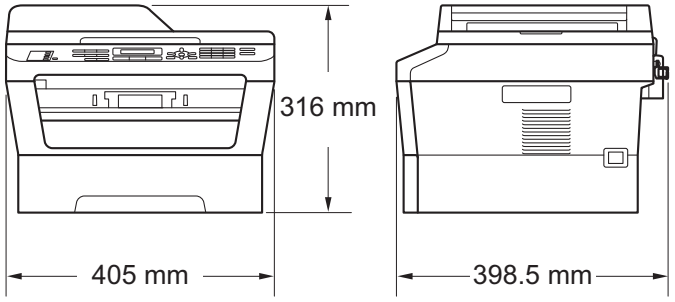
Note

All figures stated above (except Peak) are average figures.

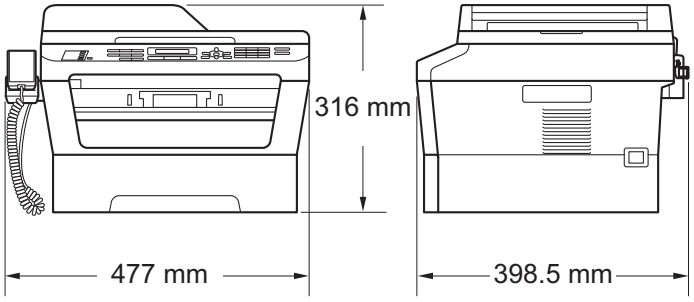
[1] USB connection to PC

[2] When making a copy from one sheet

Dimensions



(MFC-7470D)



Weight

With Consumables:

(MFC-7360) 11.3 kg
(MFC-7360N) 11.4 kg
(MFC-7460DN/MFC-7860DW) 11.6 kg
(MFC-7470D) 11.9 kg

Noise level	**Sound power** [1]	
	Operating (Copying):	(MFC-7360 / MFC-7360N) LWAd = 6.74 B (A) (MFC-7470D) LWAd = 6.81 B (A) (MFC-7460DN/MFC-7860DW) LWAd= 6.4 B (A) [2]
	Standby:	(MFC-7360 / MFC-7360N / MFC-7470D) LWAd = 4.3 B (A) (MFC-7460DN/MFC-7860DW) LWAd = 4.22 B (A)
	Sound pressure	
	Operating (Printing):	LPAm = 53 dB (A)
	Standby:	LPAm = 30 dB (A)

1 Measured in accordance with ISO 9296.

2 Office equipment with LWAd > 6.30 B (A) is not suitable for use in room where people do primarily intellectual work. Such equipment should be placed in separate rooms because of the noise emission.

Temperature	Operating:	10 to 32.5°C
	Storage:	0 to 40°C
Humidity	Operating:	20 to 80% (without condensation)
	Storage:	10 to 90% (without condensation)
ADF (automatic document feeder)	Up to 35 pages (Staggered) [80 g/m^2]	

Document Size

Document Size (Single-sided)	ADF Width:	147.3 to 215.9 mm
	ADF Length:	147.3 to 355.6 mm
	Scanner Glass Width:	Max. 215.9 mm
	Scanner Glass Length:	Max. 297 mm

Print media

Paper Input	**Paper Tray**	
	■ Paper Type:	Plain paper, Thin paper or Recycled paper
	■ Paper Size:	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal and Folio
	■ Paper Weight:	60 to 105 g/m^2
	■ Maximum Paper Tray Capacity:	Up to 250 sheets of 80 g/m^2 Plain paper
	Manual Feed Slot (Manual)	
	■ Paper Type:	Envelope, Labels [1], Thin paper, Thick paper, Recycled paper, Bond paper or Plain paper
	■ Paper Size:	Width: 76.2 to 216 mm Length: 116 to 406.4 mm
	■ Paper Weight:	60 to 163 g/m^2 [2]
	■ Maximum Paper Tray Capacity:	One sheet at a time 80 g/m^2 Plain paper
Paper Output	**Face-Down Output Tray**	Up to 100 sheets (*face down* print delivery to the output paper tray)
	Face-Up Output Tray	One sheet (*face up* print delivery to the *Face up* output tray)
Duplex Printing (MFC-7460DN/ MFC-7470D / MFC-7860DW)	■ Paper Size (Automatic Duplex):	A4
	■ Paper Weight (Automatic Duplex):	60 to 105 g/m^2
	■ Paper Type (Automatic Duplex):	Plain paper or Recycled paper

1 For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

2 60 to 105 g/m^2 for duplex print.

Fax

Compatibility	(MFC-7360 / MFC-7360N / MFC-7460DN) Group 3 (MFC-7470D / MFC-7860DW) Super Group 3	
Modem Speed	Automatic Fallback:	(MFC-7360 / MFC-7360N / MFC-7460DN) 14,400 bps (MFC-7470D / MFC-7860DW) 33,600 bps
2-sided (Duplex) Print Receiving (MFC-7460DN / MFC-7470D / MFC-7860DW)	Yes	
Scanning Width	Max. 208 mm	
Printing Width	Max. 208 mm	
Greyscale	8 bit/256 levels	
Resolution	Horizontal:	8 dot/mm
	Vertical	
	■ Standard:	3.85 line/mm
	■ Fine:	7.7 line/mm
	■ Photo:	7.7 line/mm
	■ Superfine:	15.4 line/mm
One Touch Dial	8 (4 × 2)	
Speed Dial	200 stations	
Groups	Up to 8	
Broadcasting	258 stations	
Automatic Redial	3 times at 5 minute intervals	
Memory Transmission	(MFC-7360 / MFC-7360N / MFC-7460DN) Up to 400 [1] pages [3] (MFC-7470D / MFC-7860DW) Up to 500 [2] pages [3]	
Out of Paper Reception	(MFC-7360 / MFC-7360N / MFC-7460DN) Up to 400 [1] pages [3] (MFC-7470D / MFC-7860DW) Up to 500 [2] pages [3]	

[1] 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

[2] 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

[3] Black & White only

Copy

Color/Monochrome	Monochrome
Copy Width	Max. 204 mm
Multiple Copies	Stacks or Sorts up to 99 pages
Reduce/Enlarge	25% to 400% (in increments of 1%)
Resolution	Up to 600 × 600 dpi
First Copy Out Time	Less than 11 seconds (from the READY mode and standard tray)

Scanner

Colour/Black	Yes/Yes
TWAIN Compliant	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®/ Windows® 7)
	Mac OS X 10.4.11, 10.5.x, 10.6.x [1]
WIA Compliant	Yes (Windows® XP/Windows Vista®/Windows® 7)
Colour Depth	48 bit internal / 24 bit external colour
Resolution	Up to 19200 × 19200 dpi (interpolated) [2]
	Up to Max 600 × 2400 dpi (optical) [2] (from Scanner Glass)
	Up to Max 600 × 600 dpi (optical) [2] (from ADF)
Scanning Width	Max. 204 mm
Greyscale	256 levels

1 For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/.

2 Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

Printer

Automatic 2-sided (Duplex) Print (MFC-7460DN / MFC-7470D / MFC-7860DW)	Yes
Emulations (MFC-7470D / MFC-7860DW)	PCL6, BR-Script3 (PostScript® 3™ compatible)
Resolution	600 dpi × 600 dpi, HQ1200 (2400 × 600 dpi) quality
Print Speed (Duplex) (MFC-7460DN / MFC-7470D / MFC-7860DW)	Up to 5 pages/minute (A4 size) [1]
Print Speed	(MFC-7360 / MFC-7360N) Up to 24 pages/minute (A4 size) [1] (MFC-7460DN / MFC-7470D / MFC-7860DW) Up to 26 pages/minute (A4 size) [1]
First Print Out Time	Less than 8.5 seconds (from the READY mode and standard tray)

[1] The print speed may vary depending on the type of document you print.

Interfaces

USB	We recommend use a USB cable (Type A/B) that is no more than 2 metres long. [1] [2]
Ethernet [3]	Use an Ethernet UTP cable category 5 or greater.
Wireless LAN (MFC-7860DW)	IEEE 802.11 b/g (Infrastructure / Ad-hoc Mode)

1 Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

2 Third-party USB ports are not supported.

3 See *Network (LAN) (Network models only)* on page 149 and the *Network User's Guide* for detailed network specifications.

Computer requirements

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface [3]**
					For Drivers	**For Applications**		
Windows® Operating System [1]	Windows® 2000 Professional [5]	Intel® Pentium® II or equivalent	64 MB	256 MB	150 MB	500 MB	Printing, PC-Fax [4], Scanning	USB, 10/100 Base Tx (Ethernet), Wireless 802.11 b/g
	Windows® XP Home [2 6] Windows® XP Professional [2 6]		128 MB					
	Windows® XP Professional x64 Edition [2 6]	64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista® [2 6]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows® 7 [2 6]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface** [3]
					For Drivers	**For Applications**		
Windows® Operating System [1]	Windows Server® 2003 (print only via network)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	10/100 Base Tx (Ethernet), Wireless 802.11 b/g
	Windows Server® 2003 x64 Edition (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
	Windows Server® 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	2 GB				
	Windows Server® 2008 R2 (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.4.11 10.5.x	PowerPC G4/G5 Intel® Core™ Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send [4], Scanning	USB, 10/100 Base Tx (Ethernet), Wireless 802.11 b/g
	Mac OS X 10.6.x	Intel® Core™ Processor	1 GB	2 GB				

1 Internet Explorer® 6.0 or greater.

2 For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

3 Third-party USB ports are not supported.

4 PC-Fax supports black and white only.

5 PaperPort™ 11SE supports Microsoft® SP4 or higher for Windows® 2000.

6 PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

For the latest driver updates, visit http://solutions.brother.com/.

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Consumable items

Toner Cartridge	Standard Toner Cartridge: TN-2260	Approx. 1,200 pages (A4) [1]
	High-Yield Toner Cartridge: TN-2280	Approx. 2,600 pages (A4) [1]
Drum Unit	DR-2255	Approx. 12,000 pages (A4) [2]

[1] Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

[2] Drum yield is approximate, and may vary by type of use.

Network (LAN) (Network models only)

Note

For details about the full Network specifications, see the *Network User's Guide*.

LAN	You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, PC-Fax Receive (Windows® only) and Remote Setup [1]. Also included is Brother BRAdmin Light [2] Network Management software.	
Security Protocols		
	Wired	APOP, POP before SMTP, SMTP-AUTH
	Wireless	APOP, POP before SMTP, SMTP-AUTH
Wireless Network Security (MFC-7860DW)	WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)	
Wireless Network Setup Support Utility (MFC-7860DW)	**AOSS™**	Yes
	WPS	Yes

1 See *Computer requirements* on page 146.

2 BRAdmin Professional and Web BRAdmin are available as a download from http://solutions.brother.com/.

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These machines are approved for use in the country of purchase only. Local Brother companies or their dealers will only support machines purchased in their own countries.